

## **Booking Conditions**

We care about your stay with us both because we want you to enjoy it (and come back) and because we value our reputation. So that you understand both your and our obligations, please spend a few minutes reading the following conditions.

### **General Conditions**

1. Provisional bookings can be reserved for up to seven days and confirmed by sending us a signed Booking Form and £50 booking fee. This fee can be recovered against the cost of the visit provided it is not forfeited under Clause 4 below. Receipt and acceptance by us of this Form and Fee constitutes our contract.
2. As soon as we accept your booking we will send you a Confirmation Form together with a quotation (or, if the booking is for more than 12 months ahead, an estimation) of cost. Please read this and let us know immediately if any detail is incorrect. All correspondence will be with the Group Leader or other designated person whose name will be on the Confirmation Form. We shall look to this person for payment and acceptance of our conditions on behalf of the group.

### **Payment**

3. Payment is due 8 weeks before the start of the visit. Failure to pay within this time may lead to cancellation of the booking.

### **Cancellation of your visit.**

4. If a visit is cancelled more than 8 weeks before the date on which it was due to start, the booking fee will be forfeited to cover our administration costs. For visits cancelled within 8 weeks of the date on which they were due to start, there will be an escalating charge as follows:-

8 to 4 weeks before the start date – 50% of the total visit price.

4 to 2 weeks before the start date – 75% of the total visit price

Visits cancelled within 2 weeks of the start date or visitors who fail to arrive will be charged at full cost.

The cancellation date will be the date on which notice is received by us.

If either you or we are able to re-sell the whole of your visit to another Group, we would aim to offer you a full refund, minus the booking fee.

### **Special Requests and changes to bookings**

5. We shall endeavour to meet all special requests but they must be made clear to us and cannot be assumed to have been accepted until confirmed by us in writing.
6. If you wish to change any details of your booking we will always do our best to help. If a booking is significantly changed after the final payment date, an administration charge of £20 for each change may be made. Proposed changes may be telephoned to Carlton Lodge Outdoor Centre in the first instance but must be confirmed in writing, with the appropriate charge, immediately afterwards. If a change reduces the size of the group or the length of its stay, however, and is made within 8 weeks of the start day, this will be treated as equivalent to a cancellation of that number of people or length of time and the appropriate cancellation charge, as above, will be made.

## **Changes to the programme**

7. We will do our utmost to provide all the arrangements that have been confirmed, but must reserve the right to vary, substitute, suspend or cancel any activity or other aspect of a visit if we consider that weather, safety or other operational conditions make it expedient.
8. Most changes are minor but occasionally we may have to make a significant change. If we have to make a major change to your visit we shall, if possible, discuss this with you first. If it is not possible to agree an alternative, you will be offered a prompt refund either of the charge for the lost activity or whole visit, whichever is applicable.

## **Our responsibilities**

9. We carry full insurance for all activities and facilities of North Yorkshire Youth at Carlton Lodge and elsewhere in the UK and all users of those activities and facilities. If a Group Leader chooses to lead an activity using our sports hall or sports fields or if a Group Leader chooses to take an activity off-site altogether, that Group Leader's own insurance must cover him /her for any claims arising as a result of his/her negligence.
10. Because we are responsible for the operation of activities and the safety of participants, we ask Group Leaders not to request material changes to the methods or techniques employed or to take over the role of our professional staff or undermine them in any way.
11. Support and encouragement of Group Leaders for participants is, however, valued and welcome and a Group Leader may, at the discretion of one of our Instructors and under his /her direct guidance be invited to undertake specific tasks to assist in the running of a session.

12. When responsibility for supervising the group is transferred from us back to Group Leaders (or another Group nominee not employed by us) at the beginning and end of a session and over lunchtime, it will be clearly indicated.
13. We reserve the right to suspend or permanently exclude any person if his / her behaviour is incompatible with the general enjoyment and safety of others.
14. We cannot accept responsibility for any loss of enjoyment or expense incurred as a result of delays or changes in travel arrangements or other services or circumstances which are beyond our control.

## **Your responsibilities**

15. The Group Leader or other person responsible for the Group must:
  - provide us with a group register together with any health considerations or special dietary requirements at least two weeks before the start of the visit.
  - identify him/herself to us as soon as the group arrives;
  - let us have, either before or upon arrival, authorisation in writing from the parent or guardian of any member of the group who is under 18.
  - let us know either before or upon arrival if any member of the group does not want to be photographed for promotional or training purposes.
16. We accept responsibility for the safety of everybody on our premises. However, we ask the Group Leader to accept overall responsibility for the supervision and welfare of his / her group during their stay, except during an activity session when responsibility for supervision as well as safety lies with our staff.
17. Whilst we welcome participants who have special needs of which we are aware and have accepted, Group Leaders must advise us of any material disability, social or behavioural problem that a member of the group has, or has recently experienced, which might affect that member or any other visitor.
18. The Group Leader may ask to withdraw any individual or the whole group from any activity at any time.
19. The Group Leader must be available to supervise any member of his /her group who is not participating in an activity with the other members. If any member of a group is permanently excluded (see paragraph 12 above) the Group Leader will be responsible for all costs and arrangements in that person's return home. We reserve the right to recover the cost of damage to or loss of property caused deliberately, recklessly or negligently by any members of a group.

- 20. Group members are responsible for their personal property, including cars which are parked at the owner's risk. Please avoid bringing valuables on to the site or ask us to keep small items in our safe. In the event we are found liable for loss or damage to personal possessions whilst they were in our custody the maximum amount we will have to pay you will be £250
- 21. Groups are responsible for housekeeping during their visit. Before leaving, they must leave all facilities in the clean state in which they will have found them. Any cleaning costs incurred by us because of a group's failure to leave the residential accommodation clean will be passed on to the group.
- 22. If any key is lost, a £15 replacement charge will be made.

**If You Have a Complaint**

- 23 If you are dissatisfied with any aspect of your visit, please bring this to our attention immediately so that the matter may be resolved right away. Until we know about a problem we cannot begin to resolve it.

**Data Protection.**

Personal information may be stored on computer and made available to employees, agents, sub contractors and suppliers on a 'need to know' basis. By providing us with the information required for booking you are deemed to accept this and to have obtained the consent of your members for the disclosure of this information.

Signed by the Group Leader .....

Please print name here.....  
 Address.....  
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