

# TERMS & CONDITIONS

## 1. Day Bookings

- 1.1 All bookings are initially provisional and will be held for 14 days from the date of the initial booking. We then require a completed Booking Form to confirm the booking. No deposit is taken for day bookings. If we do not hear from you we will assume the booking is no longer required and we will release the booking.  
Should cancellation occur 8 to 21 days before the date of the course/seminar/event, a cancellation fee of £100 will be invoiced. Where final invoice would have been less than £100 a charge of 25% will be made.  
Cancellation within 3 to 7 days of the event will incur 50% cost.  
Cancellation within 48 hours will incur full cost.
- 1.2 An estimate of numbers attending is required at the time of booking. Any significant changes in these numbers to be notified to the Centre Manager as soon as possible. Final numbers should be communicated one week prior to course/seminar/event date(s). These numbers will be used for compiling the final invoice, unless numbers increase in which case the greater number will be used for invoicing.  
The Centre reserves the right to cancel or refuse any booking at any time.

## 2. Residential Bookings

- 2.1 All bookings are initially provisional. Within 14 days of the provisional booking a non-refundable deposit of £200 and a completed Booking Form will be required to confirm the booking along with estimated numbers.  
The balance of fees will be invoiced after your stay and will be due for payment within 14 days.
- 2.2 Cancellation charges as follows:
- 2.3 Loss of Deposit plus.....  
3 to 6 months prior to dates booked, 50% of estimated final invoice;  
Within 1 to 3 months the charge increases to 75%;  
Within 28 days the full amount will be charged.  
Should numbers drop significantly from your initial estimate within the periods set out for cancellation then the same period of charges will apply, i.e. if your numbers were 40 and you reduce them to 20, 3 to 6 months before the event there would be a charge of 50% for the 20 people you reduced the booking by, i.e. 10 people.  
If the Centre is able to re-sell the space then these charges may not apply.
- 2.4 An estimate of numbers attending is required at time of booking. Any significant changes in these numbers to be notified to the Centre Manager as soon as possible. Charges may apply, see above.  
Final numbers should be communicated two weeks prior to course/residential dates. These numbers will be used for compiling the final invoice unless numbers increase in which case the greater number will be used for invoicing.
- 2.5 For groups of 40 or above, there is exclusive use of the main house.  
Where groups are less than 39 in number, use of rooms will be restricted to allow for other groups to also use the facilities. Exclusive use of the main house and of the grounds is subject to availability and at the discretion of the Centre Manager.  
Charges and minimum numbers apply.  
There is a single room supplement of £15.00 (valid until December 2021) per person per night + VAT.  
The Centre reserves the right to cancel or refuse any booking at any time with the deposit withheld in exceptional circumstances. i.e National Lockdown or Government restrictions imposed beyond our control.  
\*\* Please note that all bedrooms must be vacated by 9am and key returned on the day of departure \*\*

## 3. General Information

- 3.1 All persons attending the course/seminar/event shall be the responsibility of the person named on the Booking Form.  
The organiser is responsible for ensuring that all members of the group conduct themselves in an orderly manner.  
The laminated instructions in all meeting rooms should **either** be read to/**or** read by all guests.  
All dirty footwear and wet weather clothing should be left outside the front door or in the entrance hall.  
Child protection procedures must be adopted by groups working with young people.  
The Centre reserves the right to charge for any damage to property or additional cleaning which is incurred due to poor conduct of guests.  
No activity will be undertaken which will place any person in danger or which will create a hazard to health and safety of other users.  
Care is to be taken with all furniture and equipment belonging to Felden Lodge and must be put back in the same place or returned to the office before departure. Please do not move bedroom furniture at all.  
**ALL BOOKINGS ARE SUBJECT TO VAT @ 20%**

## 4. Sports Centre

- 4.1 Block bookings: one week's notice is required for cancellation or current hourly rate will be invoiced to the address on the Booking Form.  
One or more no shows may result in the block booking being cancelled thereafter.  
The booker is responsible for the general behaviour of guests and the building/s must be left as they were found.  
Only suitable footwear is to be worn in the Sports Centre and on the All Weather Surface.  
No activity will be undertaken which will place any person in danger or which will create a hazard to health and safety of other users. The setting up and dismantling of equipment will be undertaken during the booking period.  
Operating times are 9am-10pm only.  
Felden Lodge reserves the right to cancel or refuse any booking at any time.

## 5. Liability

- 5.1 The Boys' Brigade is not responsible for the safety, loss or damage to personal belongings. Suitable arrangements should be made by the owner to insure items of value when away from home.

I hereby agree that I have read and understood the Terms & Conditions

Name of

Group: \_\_\_\_\_ Contact: \_\_\_\_\_

Date/s of Booking: \_\_\_\_\_

Signed: \_\_\_\_\_

CW 23.09.2020