|  |  |  |  |
| --- | --- | --- | --- |
| **Contact Details:** | | | |
| **Group Name :** | | | |
| **Contact Name:** | | | |
| **Address** | | **Day time Tel No** | |
|  | | **Mobile Tel No** | |
| **Postcode** | | | |
| **Email** | | | |
| **Visit Details** | | | |
| Arrival Day | Date | | Time |
| Departure Day | Date | | Time |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Accommodation Details** | | | | | | | |
| No of Adults |  | No of 4-6 yr olds | |  | | No of 7-11 yr olds |  |
| No of 12-14 yr olds |  | No of 15-18 yr olds | |  | | **Total number in group** |  |
| **Activity Details** | | | | | | | |
| We would like to have instructed activities during our stay | | | | | | | |
| **Activity Days** | | | **No.** | | **Day(s) of the Week** | | |
| Full Days | | |  | |  | | |
| Half Days *(please state whether am or pm)* | | |  | |  | | |
| Evenings | | |  | |  | | |
| Which activities are you interested in doing (please use the list on the website for guidance) | | | | | | | |
| Where did you hear about Kepplewray | | | | | | | |
|  | | | | | | | |
| **Payment** | | | | | | | |
| Can be made by electronic transfer, BACS transfer or by cheque, made payable to “The Kepplewray Trust”. | | | | | | | |
| **Please Note:** A booking remains “Provisional” until Kepplewray is in receipt of your deposit and as such the Centre remains available to other potential guests. | | | | | | | |

|  |  |
| --- | --- |
| **Your Agreement** | |
| I have read and understood the terms & conditions and I am over 18 years old. | |
| **Signed:** | **Date:** |
|  |  |

**The Kepplewray Centre – Booking Terms & Conditions**

**Accommodation / Programme**

1. The Centre can accommodate up to a maximum of 76 people in a mix of ‘dormitory’ style rooms with varying numbers of beds within each room.
2. If the Centre is booked for “sole use”, all bedrooms will be available to occupy as required.
3. If the Centre is not booked for “sole use”, there may be more than one group staying and bedrooms will be allocated commensurate with the number of guests in the group. We will make every effort to keep all members of each group as close together as possible.
4. Bathroom facilities are generally shared and convenient for all bedrooms. Two rooms have en suite shower rooms.
5. Meals are served at set times in the Dining Room and all Centre guests dine at the same time, even if there is more than one group in residence.
6. Unless previously agreed in writing with Kepplewray the first meal of your stay will be a cooked evening meal and the last meal will be a packed lunch on the day of departure. Please advise Kepplewray of any dietary requirements at least 2 weeks before arrival so that necessary arrangements may be made.
7. There are no members of Kepplewray staff on site overnight. Guests are given the Duty Manager contact details for out of hours support. Access to the building outside office hours is via a security door to which only staff and guests know the code. The code is changed regularly and guests are advised of the code on arrival.
8. Bed linen is provided (single sheet, pillow case and duvet cover) but not towels.
9. Unless previously agreed with Kepplewray, groups are asked to arrive after 12:30pm.
10. All guests are asked to vacate the bedrooms by 9.30am on the day of their departure (bags can be stored in a downstairs room).
11. Guest groups should maintain the adult/child ratio as per their organisation’s operating procedures and abide by their organisation’s safeguarding policy. Each group doing outside activities will require at least one adult (18+) to supervise.
12. During activities, Kepplewray instructors will be responsible for meeting the aims of the session in a safe manner. The pastoral care and control of the group will be the responsibility of the supervising adult member unless the Kepplewray instructor deems it necessary to take control for the wellbeing of the group members.

**Booking terms**

1. Once a provisional booking has been made, an invoice will be issued in line with the table below.
2. Prior to the provisional invoice being issued a non-refundable holding deposit of £500 may be paid. However, a full deposit of 25% of final invoice must be paid within 6 months of arrival date or if another party wishes to book the same dates.
3. A booking becomes “firm” after Kepplewray are in receipt of the first invoice payment. This will include both residential and activity costs. Until such time as the payment is received, Kepplewray can explore any/all opportunities with other potential customers

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| --- | --- | --- |
| **Provisional booking placed** | **Deposit** | **Balance** |
| Two months or more before arrival | 25% of projected final invoice to be paid within 28 days of provisional booking to make booking firm | Remaining balance of projected final invoice to be paid at least 28 days before arrival |
| Less than two months and more than 28 days before arrival | Not applicable | Full amount of projected final invoice to be paid within 28 days of booking |
| Less than 28 days before arrival | Not applicable | Full amount of projected final invoice to be paid by next working day |

1. If any invoice remains unsettled prior to arrival, Kepplewray reserve the right to refuse access to the centre.

**Cancellation terms**

1. All Guests are advised to take out cancellation insurance at or before time of booking.
2. Kepplewray recognises that it can be difficult to know exact numbers of large groups in advance. The sooner you inform Kepplewray of a change of numbers, the more likely it is that Kepplewray can accommodate the change.
3. The table below shows the standard cancellation costs after a firm booking has been confirmed. Should Kepplewray be able to fill cancelled places from another group these costs may be reduced:

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| --- | --- | --- |
| **Places cancelled** | **Time of cancellation** | **Cost of cancellation** |
| Less than 10% | More than 3 months before arrival | No cost |
| Less than 10% | Less than 3 months and up to 28 days before arrival | 10% of the cost of places cancelled |
| 10%-100% | Less than 3 months before arrival | 25% of the cost of places cancelled |
| Any | Within 28 days of arrival | 100% of cost of places cancelled |

**Occupancy**

1. The Guest agrees to use the property solely for the purpose of a temporary holiday residence and agrees not to:
   * + 1. use the property for any improper, illegal, or immoral purposes
       2. to sub-let the property
       3. cause (nor allow any guests or visitors to cause) any nuisance, annoyance or disturbance to neighbours, or to other visitors
       4. keep pets in the property (other than assistance dogs by pre-agreement).
2. All vehicles including motorbikes/cycles must be parked in the Kepplewray car park and may not be taken indoors or off road on the Kepplewray site.
3. The onsite speed limit of 5mph must be strictly observed.
4. Unacceptable behaviour may lead to offenders being asked to leave.
5. Guest group organisers/leaders are responsible for the supervision and good behaviour of all members of their group at all times.
6. Any guest bringing portable electrical equipment to use at The Kepplewray should ensure that it has a current portable appliance test (PAT) certificate if required.

**The Facility**

1. The Guest is expected to take all reasonable care of the property, its furnishings and effects. Any exceptional cleaning costs necessary will be charged to the Guest at cost.
2. Any furniture moved by the Guest whilst they are at The Kepplewray Centre must be returned to it’s original location prior to departure.

**Damage**

1. In the event of any breakages or damage to the property and/or its contents caused by a Guest, full payment is required for the actual cost of replacement or repair.
2. When damage occurs, either by negligence or deliberate action of a Guest, the Guest agrees to indemnify Kepplewray against any associated losses, including lost income and the sourcing of alternative accommodation should that be required.

**Insurances / Liability**

1. The Kepplewray Centre, its employees and representatives shall not be liable to the Guest(s) or third parties for loss, damage or theft of personal property belonging to guests, either in the property or in/to cars, bicycles or other vehicles left on the property. Nor shall liability be accepted by Kepplewray for accident or injury to guests, either within the property or outside, arising as a result of activities not supervised by Kepplewray staff. The Guest is responsible for ensuring that they have appropriate accidental and personal injury insurance cover for their group.

**Right of Entry**

1. For the undertaking of necessary repairs, maintenance or inspections, Kepplewray staff or their representatives have the right of entry to any part of the property at all reasonable times.  Prior notice will be given to the Guest wherever possible and privacy will be respected at all times.

**Personal Information**

1. The Kepplewray Centre requires contact, medical and dietary information for individual guests. This information will be collected using standard Kepplewray Medical forms which should be completed, signed and returned at least two weeks prior to the visit. This information will be held securely and treated confidentially being used solely for the purposes of ensuring the health and safety of all guests and that any special needs they have are catered for.
2. Unless otherwise advised Kepplewray reserves the right to record activities either by still photograph or video recording for public relations purposes. Young people will not be identified when any media is used but Groups should advise the Centre whether they wish to be identified.