

Terms and Conditions of Use

1. Bookings

Provisional Bookings can be made Online, or by telephone /email. Due to high demand, reservations must be confirmed with a completed booking form and non-refundable deposit, **within 21 days** of the initial enquiry. After this, the dates will be made available to another group without further notice.

2. Confirmation of Bookings

Following receipt of your completed online booking form and deposit, your booking will be confirmed in writing by our centre managers.

3. Payments

Final payments are to be made on or before the last day of your groups visit. (Cheques made payable to Woodcroft Christian Centre) for other payment options please contact office.

4. Cancellations

We regret that in the event of cancellation for whatever reason the deposit is non-refundable.

Any Cancellation must be made in writing to Woodcroft Christian Centre, and will be subject our **Cancellation Charges** as below:-

8 months prior to arrival date	20% of Minimum Charge
7 months prior to arrival date	30% of Minimum Charge
6 months prior to arrival date	40% of Minimum Charge
5 months prior to arrival date	50% of Minimum Charge
4 months prior to arrival date	60% of Minimum Charge
3 months prior to arrival date	70% of Minimum Charge
2 months prior to arrival date	80% of Minimum Charge
1 months prior to arrival date	100% of Minimum Charge

5. Minimum Charges

Our aim at Woodcroft Christian Centre is to keep the cost of using the facilities as low as possible, to maintain our low price per person per night we must apply a Minimum Charge to all bookings, these are as follows:-

Weekends and School Holidays, 30 people per night thus **£450 per night**

Winter Weekends (December/January excluding school holidays), 20 people per night thus **£300 per night**

Mid-week Term Time, **negotiable**.

6. Accommodation Plan

Groups are responsible for the allocation of beds within the accommodation they have booked. To help us best accommodate your group we request that a completed floor plan is returned no later than **7 Days** prior to arrival.

7. Arrivals and Departure Times

Groups staying for Weekends- Can arrive from 4pm on the Friday and depart by 4pm on the Sunday (unless otherwise agreed with the manager)

Groups staying for Full Weeks- Can arrive from 4pm on the Saturday and depart the site no later than 12pm the following Saturday (unless otherwise agreed with the manager). We also ask that all sleeping accommodation is vacated by 9.30am.

Groups staying Mid Weeks- Can arrive from 10am on the First day and depart the site no later than 12pm on the last day (unless otherwise agreed with the manager). We also ask that all sleeping accommodation is vacated by 9.30am.

8. Day Visitors

Day visitors are welcome to join residential groups and will be charged at the current day visitor rate on the final invoice.

9. Liability and Insurance

a. Whilst using Woodcroft Christian Centre the group leader visiting the centre accepts full responsibility for the members of their group.
b. It is recommended that groups consider taking out insurance to cover cancellation and organisers liability. Group insurance is available from A T Bell Insurance Brokers Ltd on 0208 6517420 or at www.accessunderwriting.co.uk/travel or you can use you own broker.

c. Woodcroft Christian Centre trustees and staff cannot be held liable for any personal injury sustained by the actions of another person, or for the loss of any persons property or damage to any vehicle brought on to the Woodcroft Christian Centre Site.

d. We have Public Liability Insurance cover up to £5 million.

10. Alcohol

The Hall and grounds at Woodcroft Christian Centre where inherited from the Memorial Temperance Hall Trust and therefore it is a requirement of our trust deed that **The Consumption of Alcohol Anywhere in the Grounds or Buildings is Strictly Prohibited.**

Terms and Conditions of Use continued

11. Noise

Please respect our neighbours and avoid all unnecessary noise. Due to the close proximity of some of our neighbours we require respectful quiet on site during the period from 10.30pm -7.30am with all young people in their chalets (doors closed) **NO LATER than 11.00pm** this may preclude certain groups, but is a standard we need to maintain, given our location in the village. The group leaders will be required to sign and adhere to our noise management policy during their stay

12. Damage

You must report, and will be required to pay for any loss or damage to Woodcroft Christian Centre equipment and/or property caused by members of your group.

13. Fire

The group leader will be required to read and sign a copy of our Fire Emergency Plan at the start of your stay, this clearly highlights all roles and responsibilities in the event of a fire.

14. Smoking

Smoking is not allowed in any of the centre buildings, it is also prohibited in and around other areas of the site including anywhere near the Gas and Oil supplies as well as within our woodland.

15. First Aid

First aid kits can be found below the bar in the Tuck shop room and under the sink in the food Preparation area of the dining room, it is recommended that all groups have at least one designated and suitably qualified first aider on their team.

16. Accidents

All accidents must be reported to the centre manager at the time and be entered into the accident book, which is located in the tuck shop

17. Child Protection

Leaders of groups using Woodcroft Christian Centre have responsibility for ensuring that an adequate safeguarding policy is in place for their group. You are responsible for any safeguarding issues within your group along with the behaviour and safety of your group at all times.

18. Rubbish and Recycling

All groups are expected to comply with the centre's Waste Management and Recycling Policy, any rubbish which cannot be recycled should be bagged up and placed in the rubbish shed adjacent to the rear door of the main building.

19. Cleaning/Clearing up

General Tidiness is Expected throughout the duration of your stay including being litter conscious in all the building and grounds as well as around the village.

All groups are expected to leave the centre as found-**Well Cleaned!**- bins must be emptied and dormitories vacuumed, Last day cleaning procedures can be found on the notice boards in each building .

20. Drainage

As we are not on mains drainage we ask that you are mindful of this at all time. Please ensure that all cooking oils and food waste is disposed of correctly and not allowed to go down the drains, Paper towels, sanitary towels, nappies etc. are Not to be flushed down the toilets; please use the appropriate bins provide.

21. Livestock

From time to time livestock may be present in the fields around the centre, please ensure all gates are kept closed, please respect these animals and do not feed or intimidate them in anyway.

22. Data Privacy

At Woodcroft Christian Centre we take your privacy very seriously. You have or will provide personal Information to receive details of our services, as part of a contract with us as or as part of the booking process, we will only use this information for these purposes and never pass your personal details to any other companies.

Full details of our privacy notice are available on written request from the address below and can also be found at

www.woodcroft-online.org.uk/downloads/privacy-notice.pdf