

# Booking Terms and 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 Keppleway 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 Keppleway of any dietary requirements at least 2 weeks before arrival so that necessary arrangements may be made.
7. There are no members of Keppleway 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 Keppleway, 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, Keppleway 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 Keppleway instructor deems it necessary to take control for the wellbeing of the group members.

## Booking terms

13. Once a provisional booking has been made, an invoice will be issued in line with the table below.
14. A booking becomes "firm" after Keppleway are in receipt of the first invoice payment. This will include both residential and activity costs. Until such time as the payment is received, Keppleway can explore any/all opportunities with other potential customers

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

15. If any invoice remains unsettled prior to arrival, Keppleway reserve the right to refuse access to the Centre.

### **Cancellation terms**

16. All Guests are advised to take out cancellation insurance at or before time of booking.

17. Keppleway recognises that it can be difficult to know exact numbers of large groups in advance. The sooner you inform Keppleway of a change of numbers, the more likely it is that Keppleway can accommodate the change.

18. The table below shows the standard cancellation costs after a firm booking has been confirmed. Should Keppleway be able to fill cancelled places from another group these costs may be reduced:

<b>Places cancelled</b>	<b>Time of cancellation</b>	<b>Cost of cancellation</b>
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**

24. The Guest agrees to use the property solely for the purpose of a temporary holiday residence and agrees not to :

- a. use the property for any improper, illegal, or immoral purposes
- b. to sub-let the property
- c. cause(nor allow any guests or visitors to cause) any nuisance, annoyance or disturbance to neighbours, or to other visitors
- d. keep pets in the property (other than assistance dogs by pre-agreement).

25. All vehicles including motorbikes/cycles must be parked in the Keppleway car park and may not be taken indoors or off road on the Keppleway site.

26. The onsite speed limit of 5mph must be strictly observed.

27. Unacceptable behaviour may lead to offenders being asked to leave.

28. Guest group organisers/leaders are responsible for the supervision and good behaviour of all members of their group at all times.

29. Any guest bringing portable electrical equipment to use at The Keppleway should ensure that it has a current portable appliance test (PAT) certificate if required.

### **The Facility**

30. 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.

31. Any furniture moved by the Guest whilst they are at The Keppleway Centre must be returned to it's original location prior to departure.

## **Damage**

32. 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.
33. When damage occurs, either by negligence or deliberate action of a Guest, the Guest agrees to indemnify Keppleway against any associated losses, including lost income and the sourcing of alternative accommodation should that be required.

## **Insurances / Liability**

34. The Keppleway 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 Keppleway for accident or injury to guests, either within the property or outside, arising as a result of activities not supervised by Keppleway staff. The Guest is responsible for ensuring that they have appropriate accidental and personal injury insurance cover for their group.

## **Right of Entry**

35. For the undertaking of necessary repairs, maintenance or inspections, Keppleway 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**

36. The Keppleway Centre requires contact, medical and dietary information for individual guests. This information will be collected using standard Keppleway 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.
37. Unless otherwise advised Keppleway 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.