

# The Viney Hill Christian Adventure Centre

## Terms and Conditions

### 1. Provisional Bookings

A provisional booking will be reserved on our system for 14 days pending receipt of your deposit payment which is approximately 20% of the booking cost. If we do not receive your deposit within this timescale then we will assume your provisional booking is no longer required and the dates will be released for others to book. For provisional bookings that are still over a year away the deposit will be requested once the booking is within 11 months of your requested dates.

### 2. Confirmed Bookings

Your booking is not confirmed until we have received your deposit payment and sent a confirmation email. By paying your deposit you are entering into a contract with us and this is deemed to be an acceptance of our quotation and the booking Terms and Conditions as stated here.

**Please note that deposits are non refundable and non transferrable.**

### 3. Payment dates

Your final balance is due to be paid no later than 1 month before your visit. If your payment is not received by then, we reserve the right to cancel your booking, cancellation charges will be applied.

### 4. Final numbers deadline

Final numbers must be confirmed no later than 2 months before your visit date. If we do not receive any updates from you by then we will assume that the final numbers are the same as originally booked and this is what you will be charged for. Cancellation charges will apply for any reduction in numbers after this deadline including individual illness or injury, or for reasons beyond your control. We recommend that cancellation insurance is taken out to mitigate any potential losses.

### 5. Changes to your booking

Please note deposit payments are strictly non-refundable and non-transferrable. However we are flexible about small and reasonable changes to your booking, as defined below, up to 2 months before your visit. Until that point, your deposit payment will be allocated against the final cost of the whole booking to reduce the risk of financial losses.

#### REASONABLE CHANGES – UP TO 2 MONTHS BEFORE YOUR VISIT

This includes updates to your final numbers (plus or minus 20% of the originally booked figure, subject to availability), minor changes to your activity programme such as swapping activities (subject to availability) or decisions about your catering arrangements.

#### SUBSTANTIAL CHANGES

We are unable to accommodate substantial changes to your booking such as requests for a change of dates, partial or whole cancellation of your accommodation, cancellation of all the activities or any other substantial changes. Where a request is made for a substantial change to the booking the Centre reserves the right to treat this as a cancellation of the original booking and make a new booking without the deposit being transferred. This is to protect the charity from onerous administration costs and other financial losses which may put it at risk

#### CANCELLATION CHARGES – APPLY WITHIN 2 MONTHS OF YOUR VISIT

These apply for reductions in numbers, cancelled places, cancelled activities and cancelled catering less than 2 months before your visit. The following terms and conditions will be applied:-

- Reduction in numbers or cancelled activity sessions 1-2 months before your visit: you will be liable for 50% of the 'per head' cost
- Reduction in numbers or cancelled activity sessions less than 1 month before your visit: you will be liable for 100% of the 'per head' cost

**To avoid incurring financial losses due to unexpected circumstances we recommend that all groups take out cancellation insurance.**

### 6. Whole booking cancellation

Cancellation of your whole booking must be emailed or in writing. The cancellation date is the date we receive your communication in writing.

#### WHOLE BOOKING CANCELLATION CHARGES

- Deposit payments are non-refundable and non-transferrable
- Within 2 months of arrival: you are liable for 50% of booking value
- Within 1 month of arrival: you are liable for 100% of booking value

**To avoid incurring financial losses due to unexpected circumstances we recommend that all groups take out cancellation insurance.**

### 7. Cancellation by the Centre

If The Christian Adventure Centre has to cancel your booking due to exceptional circumstances such as severe weather, safety-critical staff absence, or Forestry England closures, you will be offered either a full refund of any payments made, or a postponement option if you prefer (subject to availability). Our liability does not extend beyond this.

### 8. Catering

Groups are assumed to be self-catering unless catering has been specifically booked and is shown on the booking confirmation. If booked, group leaders must submit a catering form with dietary requirements no later than 1 month before their visit date. Food not prepared by the appointed caterer cannot be served by Centre staff or our caterers.

### 9. Activity Programmes

**SCHOOL PACKAGE DEALS:** If you have chosen a package deal this will include a varied and age appropriate activity programme that is chosen by us. The package deal is not designed to cater for requests for specific activities because, to keep prices as low as possible, we utilise existing staff availability and instructor qualifications for mainly onsite activities. Packages will also include some group led activities such as Navigation or Team Quest, again to keep costs as low as possible. We will provide all the resources and instructions to lead these sessions, no preparation will be needed in advance.

**BESPOKE PROGRAMME:** If you prefer a bespoke activity programme we require your choice of activities and preferred days/times within 14 days of your confirmed booking date so that our small staff team can work on fully resourcing your requirements. All activities are subject to availability and instructor qualifications, sometimes we use qualified freelancers to fulfil your programme. If you leave it later than 14 days to advise us of your activity choices and we are unable to resource instructors we will offer you alternative activities but we will not be able to cancel your booking or refund your deposit payment.

**CHANGES TO ACTIVITIES:** Occasionally activities need to be changed due to adverse weather or circumstances beyond our control. If for any reason we cannot offer one or more of the activities you booked we will liaise with you to offer an alternative activity that you are happy with. Alternatively we can refund the cost of that particular activity but we are unable to recompense you beyond this.

### 10. Medical Disclosures & Consent Forms

Everyone participating in an activity must complete and submit a hard copy of our Consent and Medical Form upon arrival. Instructors are used to accommodating well known conditions so there is no need to send these forms in advance unless there is a particular concern that needs additional resourcing or specialised care. The group leader must also provide a summary Cover Sheet highlighting all relevant disclosures to assist the instructors accessing information quickly and easily. All these forms will be provided for you to complete. Activities cannot be undertaken if the medical and consent forms are not available.

## 11. Minimum Charges

To make it financially viable for smaller groups to visit the Centre we have a minimum numbers policy as follows:

- The Old Vicarage: 15 paying guests per night
- The Cross Meadow Ecopods: 15 paying guests per night

NOTE: If you wish to book **both** the Old Vicarage and the Cross-Meadow campsite together, we have a minimum charge for 55 paying guests per night, of which the first 35 guests will be at The Old Vicarage prices.

## 12. Health & Safety

Stringent safety regulations and guidelines from the relevant national governing bodies regulate the activities we offer. Risk assessments and accreditations can be downloaded from our website. There is a strict ratio of 10 participants per instructor for offsite activities plus one adult supervisor for each activity group responsible for supervising behaviour and individual needs of the participants. Instructors have the discretion and authority to remove participants who do not act sensibly.

## 13. Arrival & Departure times

Activity day visits : Arrive from 9am | Depart by 4.30pm  
Weekday residentials: Arrive 11-12pm | Vacate rooms by 9.30am  
Weekend residentials: Arrive 3-5pm Fri | Depart by 2pm

## 14. Late Check-in

Weekend arrivals after 5pm will be charged a late check-in fee of £35 due to the need to pay staff overtime to stay on site to check you in. We cannot check in any arrivals after 8pm.

## 15. Day visitors

Day visitors are welcome by arrangement and will be charged at the rate specified in our price list for the general use of the facilities.

## 16. Group Leaders Responsibilities

Each group must appoint a group leader who will be responsible for supervision and good behaviour during the activity sessions and at all other times whilst on site. Groups must stay within their sole occupancy areas and not stray into other group areas or play in the adventure activity areas for safeguarding reasons. No supervision is provided by the Centre outside activity sessions. Centre staff have the right to ask those whose behaviour is not acceptable to leave the site immediately. The group leader should liaise with the Centre staff to ensure compliance with these Terms and Conditions and all the information given upon check-in.

## 17. Safeguarding & Risk Assessments

The Centre's Safeguarding Policy and Site Risk assessment is available to download on our website. Please note that Group Leaders retain responsibility for their group at all times and should have their own group specific safeguarding policy and risk assessments. Group Leaders should make themselves familiar with evacuation procedures in the event of a fire.

## 18. Accidents & On-Call support

All accidents must be reported to the Activity Instructor undertaking any activity sessions at the time of the incident, or to the on-call person at all other times. Accidents must be logged in the accident book. The phone number of the staff member On-Call will be on the door of Reception.

## 19. First Aid

There are First Aid kits in all the buildings that you can use but they must not be taken out of the building. You must have your own designated First Aider on your staff team and your own First Aid supplies when walking in the woods or off site. All of our instructors are trained in First Aid but are only responsible as first responders when they are leading an activity session. Outside of these sessions the group leader is responsible for all First Aid arrangements.

## 20. Damages

Please report, and be prepared to pay for, any equipment lost, broken, stolen or damaged, substitutes cannot be accepted.

## 21. Car parking

Cars are NOT ALLOWED on the campsite field. Please park in the car park. Cars and contents are parked at owners' risk. The parking area is limited; please share transport wherever possible. If you have a large incoming group with cars please allocate a carparking steward to ensure a safe environment and direct your group to roadside parking on the main road if necessary. Please keep the access lanes clear at the front of the centre.

## 22. Toilets & Towels

Paper towels, sanitary towels, nappies etc, are NOT to be flushed down the toilets; please use the appropriate bins provided. Paper hand towels and toilet rolls will be provided but groups need to bring their own towels.

## 23. Rubbish and Recycling

All groups are expected to comply with the Centre's recycling policy, which will be explained on arrival. Any rubbish which cannot be recycled should be bagged up and placed in the general bin provided. Please use the bins and keep the site free of litter.

## 24. Cleaning/Clearing up

It is your responsibility to leave the site and accommodation areas reasonably clean and tidy for the next group - this is one way that we manage to keep costs down for everyone that visits. Please refer to the cleaning checklist on site. We provide general cleaning materials and products, including tea towels.

## 25. Camp Fires

Camp Fires are permitted at the location of the Fire Pits on site. Group leaders are responsible for their own Risk Assessment but a sample can be downloaded from our website. In exceptionally dry weather conditions, campfires may be banned for health & safety reasons, and to protect against the risk of Forest fires. Forestry England does not permit you to pick up wood from the forest floor so please bring your own. However we will provide wood for schools.

## 26. Noise Policy

Please respect our neighbours and avoid all unnecessary noise. Activities should be peaceful by 9.30pm and we have a no noise policy from 10pm - 8am. A fee of £60 will be payable if we receive a justified complaint from a neighbour or have to call out a member of staff.

## 27. Drugs/Alcohol/Smoking

The possession or use of any banned substances will not be tolerated. Under-age drinking or under-age possession of alcohol is not permitted. Safe and respectable consumption of alcohol is allowed, however Centre staff have the right to ask irresponsible/inappropriate people to leave site immediately. Smoking or Vaping is not permitted anywhere on site or near the front entrance

## 28. Dogs

The Centre and its grounds is a pet-free zone to ensure safety for visiting children. Permission can be sought for working service dogs or exceptional circumstances.

## 29. Wifi and mobile reception

We do have wifi provision but we are unable to guarantee full efficient service for your whole group. The best mobile data coverage here is with EE, others are patchy. Please ensure that your group leader brings a mobile telephone so that relatives at home can get in touch with you during your stay.

## 30. Data Protection

Our data protection policy is available to download from our website.