

BOOKING CONDITIONS 2019

The Contract

Your contract is with YMCA Fairthorne Manor.

By signing the booking form you are guaranteeing that you have the authority of your organisation to do so and are accepting the terms of the booking conditions. This contract shall be subject to the jurisdiction of the English Courts under English law.

The Booking

A provisional booking will be accepted by telephone, fax, email or letter and held for 14 days only. Provisional bookings made within one month of visit will be held for 48 hours only.

The booking is confirmed and a contract formed when Fairthorne Manor has received a signed booking form. The booking will be acknowledged by the production of a deposit invoice (or full invoice if booking is made within 8 weeks of your visit). A deposit of £35/15 per person is required for residential/day visits. Deposits are non-refundable.

An invoice for the balance outstanding will be forwarded six weeks prior to your visit. Payment must be made four weeks before your visit. Unfortunately, unless we receive full payment prior to your visit, we will consider the booking cancelled and cancellation charges will apply.

The Price

YMCA Fairthorne Manor will do its utmost to ensure the price will remain the same. However, in the event of increased price rises due to, e.g. a significant rise in the minimum wage, or fuel charges, we reserve the right to increase the price.

YMCA Fairthorne Manor will endeavor to absorb the first part of any such increase but should the rise be in excess of 10% of the quoted cost, the client will have the right to cancel with a full refund.

Liability

YMCA Fairthorne Manor accepts full responsibility for the acts or omissions of its employees, providing they are acting within the scope of their employment.

YMCA Fairthorne Manor accepts no responsibility for the acts or omissions of its clients whether negligent or otherwise and shall not be liable for claims made against them, either by other clients or third parties.

For groups including children, adult leaders agree to act in 'loco parentis' at all times. Where applicable, this responsibility is delegated to YMCA staff e.g. for activity sessions, where children must also accompany children.

Group leaders are responsible for ensuring high standards of conduct within their group.

Groups are responsible for the cost of repairs necessitated by any willful damage they may cause.

YMCA Fairthorne Manor does not accept responsibility for guests' property of any description. There is a safe at Fairthorne Manor where valuables may be deposited for greater security, but such items are still held at the guests' risk.

YMCA Fairthorne Manor reserves the right to request a security deposit agreement prior to accepting the booking. The bond will be refunded once the visit is completed and facilities have been assessed for damage.

Changes

For operational reasons YMCA Fairthorne Manor reserves the right to make changes to the booking. Most of these will be relatively minor. However, in the event of a major change, e.g. a change of accommodation type (unless an upgrade), you will have the opportunity to either change the visit date (subject to availability) or cancel the booking with a full refund.

Insurance

YMCA Fairthorne Manor has public liability insurance cover up to £10 million. We recommend that groups take out their own insurance to cover risks of accident, loss of personal belongings or cancellation. This may be available through your local education authority.

Cancellation

Cancellations must be made in writing and will be subject to the following charges.

Whole group

| Period before visit | Charge |
|-------------------------------------|--------------------|
| More than 20 weeks prior to arrival | Loss of deposit |
| 16-20 weeks | 25% of total cost |
| 10-16 weeks | 50% of total cost |
| Within 10 weeks | 100% of total cost |

Part group (for each individual cancelled)

| Period before visit | Charge pp of cost |
|-------------------------------------|-------------------|
| More than 20 weeks prior to arrival | No charge |
| 10-20 weeks | Loss of deposit |
| Within 10 weeks | 100% |

YMCA Fairthorne Manor reserves the right to cancel a booking for whatever reason. All monies paid to us in respect of the booking will be refunded in full.

No refund will be made in respect of meals not taken or accommodation vacated before departure date.

Data protection

In line with GDPR, we have measures in place to protect the personal booking information held by us. Group contact details, including postal address, telephone and email address, will only be used to fulfil visit administration and to communicate details of YMCAs products and services. Personal information supplied about party members will only be used to allow our employees to provide the agreed service. For further information regarding our use of your data, visit www.ymca-fg.org/privacy-cookie-policy.

House rules

- Fairthorne Manor is a strictly no smoking site.
- Dogs and pets are not permitted on site, except for guide dogs.
- YMCA Fairthorne Manor reserves the right to terminate any bookings by groups failing to meet these conditions. In these circumstances, no refunds will be given.
- Accommodation will be available no later than 4:00pm on the day of arrival and must be vacated by 9:00am on the day of departure.

Updated 7/10/18