

Booking Conditions

Fairthorne Manor School & Group Visits 2024

YMCA Fairthorne Group is a company limited by guarantee in England and Wales. Company Number 4336719. Registered Charity Number 1090981, Registered Office Fairthorne Manor, Curdridge, Southampton SO30 2GH

The Contract

- ▶ Your contract is with YMCA Fairthorne Group (YMCAFG).
- ▶ 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 or email and held for 14 days. Provisional bookings made within one month of visit will be held for 48 hours only.
- ▶ The booking is confirmed and a contract formed when YMCAFG has received a signed booking form. The booking will be acknowledged by the production of a deposit invoice or full invoice if the booking is made within 8 weeks of your visit. Deposits are non-refundable for confirmed bookings.
- ▶ An invoice for the outstanding balance will be forwarded 10 weeks prior to your visit, with payment required 4 weeks before your visit. Unless full payment is received prior to the visit, the booking is considered cancelled and cancellation charges will apply.

The Price

- ▶ YMCAFG will do its utmost to ensure the price remains unchanged. 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 will endeavour to absorb the first part of any such increase but should the rise be in excess of 10% of the quoted cost, customers will have the right to cancel with a full refund.

Liability

- ▶ YMCAFG accepts full responsibility for the acts or omissions of its employees, providing they are acting within the scope of their employment.
- ▶ YMCA 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 adult leaders 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 wilful damage caused.
- ▶ YMCA does not accept responsibility for guests' property of any description.
- ▶ YMCA reserves the right to request a security deposit prior to accepting the booking. The security deposit will be refunded once the visit is completed, and facilities have been assessed for damage.

Changes

- ▶ For operational reasons YMCA reserves the right to make changes to the booking. Most of these will be relatively minor. However, in the event of a major change, customers will have the opportunity to either change the visit date (subject to availability) or cancel the booking with a full refund.

Insurance

- ▶ YMCA 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

More than 20 weeks prior to arrival
 16-20 weeks
 10-16 weeks
 Within 10 weeks of visit

Charge

Loss of deposit
 25% of total cost
 50% of total cost
 100% of total cost

Part group (for each individual cancelled)

Period before visit

More than 20 weeks prior to arrival
 10-20 weeks
 Within 10 weeks

Charge pp of cost

No charge
 Loss of deposit
 100% of full price

- ▶ YMCAFG 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.

Misrepresentation by You

- ▶ If you have misrepresented any element of your booking with us, we reserve the right to cancel your booking with no compensation for loss of stay, even if that misrepresentation only comes to light after you have arrived.
- ▶ The clause "Misrepresentation by You" is extended to explicitly include whether the makeup of your party or reason for stay breaches any Government legislation applicable at the time of your stay.

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 service 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.

Updated 26/11/23

