

Booking Conditions Fairthorne Manor Schools & Group Visits

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 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.

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 within 4 weeks. Unless full payment is received prior to the visit, the booking is considered cancelled and cancellation charges will apply.
- ▶ We require all medical, dietary, and attendance registers for our Fire Safety Lists no later than 21 days before arrival. Failure to provide these by the deadline may mean we are unable to accommodate your group's specific needs.

The Deposit

- ▶ A non-refundable deposit of 15% of the total booking value or £300, whichever is greater, must be made within 7 days of booking confirmation. If the total booking value is less than £300, a 15% deposit will be required.
- ▶ This deposit secures your booking and is non-transferable.

Payment Schedule

- ▶ The final balance is invoiced 10 weeks prior to the arrival date.
- ▶ Failure to pay the final balance by this deadline will result in cancellation of the booking and loss of the deposit.

Group Sizes

- ▶ Group numbers must be realistic and accurate at the time of the original booking and deposit payment. We may not be able to guarantee availability should you wish to increase your numbers at a later date.
- ▶ Final group numbers must be confirmed at the time of the final invoice, 10 weeks before arrival.
- ▶ After this point, no reductions in group size will be accepted.
- ▶ The final confirmed number will be the number confirmed on the original booking form, regardless of subsequent cancellations or no-shows, after the 10-week booking period.

Cancellation Charges

- ▶ Cancellations must be made in writing and will be subject to the following charges
- ▶ 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 the departure date.

Whole Group Cancellation:

- ▶ More than 20 weeks before arrival = Loss of deposit.
- ▶ 16–20 weeks before arrival: = 25% of total cost.
- ▶ 12–15 weeks before arrival: = 50% of total cost.
- ▶ 10–11 weeks before arrival: = 75% of total cost.
- ▶ Less than 10 weeks before arrival = 100% of total cost.

Part Group (Individual) Cancellation:

- ▶ More than 20 weeks before arrival = No charge.
- ▶ 16–20 weeks before arrival = 25% of the individual cost.
- ▶ 12–15 weeks before arrival = 50% of the individual cost.
- ▶ 10–11 weeks before arrival = 75% of the individual cost.
- ▶ Less than 10 weeks before arrival = 100% of the individual cost.

Amendments and Administrative Charges:

- ▶ An administration fee of £25 will be charged for any changes to confirmed bookings, including alterations to dates, names, or group numbers.
- ▶ Dietary or medical information updates are exempt from this fee.

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.

Insurance and Force Majeure:

- ▶ YMCA has public liability insurance cover up to £10 million.
- ▶ We strongly recommend that all groups obtain comprehensive travel insurance to cover unforeseen circumstances, risks of accident, loss of personal belongings or cancellation. This may be available through your local education authority.
- ▶ In the event of force majeure (e.g., natural disasters, pandemics), Fairthorne reserves the right to cancel or reschedule bookings. Refunds or credits will be considered on a case-by-case basis.

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.
- ▶ 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.

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 and [cookie-policy](#).

House rules

- ▶ Fairthorne Manor is a strictly non-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 08/01/26