

BOOKING CONDITIONS AT TOWER WOOD OUTDOOR EDUCATION CENTRE FOR THE WINDERMERE SUITE

Terms and Conditions

1. Use of hirer's equipment.

Hirers should ensure that all equipment and materials brought into the Centre comply with and are used in accordance with relevant legislation. Under no circumstances should the permanent electrical installation be altered or otherwise interfered with.

2. Loss of or damage to property.

The Centre will not accept responsibility for loss of, or damage to, property brought onto the premises due to any negligence, omission or default of the Centre's staff or agents. The Hirer agrees to replace, or pay to the Centre the cost of making good, any damage caused to the premises or equipment by the Hirer. A copy of the complete Memorandum of Agreement is available on request.

3. Estimate of numbers.

The hirer should provide an estimate of provisional numbers at the time of booking, with final numbers confirmed at least 5 working days before the event takes place. Please note that the final numbers are the minimum for which the Centre will make catering charges.

4. Day delegate rate.

At the time of booking, the Centre will state the minimum number of delegates required to qualify for this rate. If the number of delegates falls below the threshold, the minimum charge will apply.

5. Annual review of fees.

The Centre reviews prices every year and may increase them.

6. Confirmation of bookings.

The Centre will treat reservations as provisional until it has received a signed confirmation form. Hirers are asked to check the details of the confirmation and inform the Centre as soon as possible of any errors or omissions. Hirers should then sign the confirmation and return it to the Centre within 4 weeks of the date the booking was made, otherwise it will be assumed that the reservation is not required and the date may be released to another hirer.

7. Cancellation fees.

Once the signed confirmation is received the booking will be subject to cancellation fees at the rate shown below. The Centre reserves the right to alter accommodation whenever necessary but will endeavour to contact the Hirer in advance.

8. Facilitator's duties.

The hirer's facilitator is responsible for:

- ensuring delegates give due consideration to other users within the ethos of a learning environment
- informing delegates of the fire and health and safety regulations. This information is displayed in all rooms on the OHP on arrival and on notice boards.

9. Internet access.

The Centre makes every effort to maintain internet access but cannot be held responsible for intermittent service beyond its control.

Cancellation of bookings :

Seminars/Meetings

Within 3 weeks of the event : 50% of the booking fee

Within 2 weeks of the event : 75% of the booking fee

In the week before the event : 100% of the booking fee