

## **LOE Booking Conditions for Residential Visits**

**GROUPS NOT BOOKING ALL BEDS** – must be prepared to share accommodation with other groups. The Centre retains the right to accept other bookings for the same period without reference to Groups already booked.

**MINIMUM NUMBERS** – Please note that you will be charged **in full** for the minimum group number agreed with your Group even if your eventual numbers are less. Sole use of the Centre can be arranged by negotiation and charged accordingly.

**Please note:** If you find that you wish to bring more than your original number, please contact the Centre to ensure that extra places are available. Any additional numbers will be charged accordingly.

**DEPOSITS** - A non-refundable deposit of 20% of the total fee is required to secure your booking. All external customers will be invoiced by Lancashire County Council and are non refundable in the event of a cancellation.

**PRE-VISITS** - If this is your first visit to the Centre we strongly recommend a preliminary visit to familiarise yourself with the Centre and its operating procedures.

**ARRIVAL/DEPARTURE TIMES** - These are as stated on your booking form and must be adhered to for the benefit of all our guests. Bedrooms must be vacated by 10.00am and public rooms by 1.00pm on departure day. Any variations must be discussed and agreed with by the Centre.

**KEYS** - Keys not returned on departure will be charged to the group at £20 each.

**CANCELLATION PROCEDURE** – All cancellations must be received in writing.

Non-refundable deposit at any time after course confirmation  
Cancelled within 12 weeks of arrival date – 25% of total amount due  
Cancelled within 9 weeks of arrival date – 50% of total amount due  
Cancelled within 6 weeks of arrival date – 75% of total amount due  
Cancelled within 4 weeks of arrival date – 100% of total amount due

**The above charges can be considerable. We strongly advise you to consider insurance against any unforeseen event.**

**PAYMENT** - You will be invoiced for the balance of your visit **8 weeks prior to your visit. This invoice is required to be paid in full 4 weeks prior to the date of your visit to confirm your booking. If payment is not received, you visit will be forfeited and you will still be liable for our charges. This does not apply to journal transfer Lancashire schools.**

**SAFETY, AALA ACCEPTANCE OF RISK, INSURANCE** - We place great emphasis on safety throughout our programmes by employing qualified and experienced teachers and instructors (to Adventurous Activity Licensing Authority guidelines). However the activities we teach can be hazardous and though levels of risk are reduced to tolerable levels in line with current best practice, participants must accept that risk management in real situations is an inherent part of the educational ethos of the centre. Parents and guardians must also recognise a degree of risk when signing consent forms. It is now law that all providers of Adventurous Activities to young people under the age of 18 must be licensed. The Centre reserves the right to alter a course due to unforeseen circumstances such as weather, staff absence, illness, etc. Safety remains paramount at all times and changes to planned activities will be made to minimise disruption and disappointment to the best of our abilities.

Whilst LOE is covered by professional indemnity insurance, all participants are responsible for arranging their own insurance (if required) for personal accident, personal possessions and cancellation of courses.

**STANDARDS OF BEHAVIOUR** - Your Group will be allocated rooms to use during your stay, some of which may have shared facilities. Groups must refrain from entering accommodation units not occupied by them in order to respect the privacy of other groups on site. All Groups are requested to respect the peace and quiet of the surroundings and respect the privacy of our neighbours and their property. ***Centre Staff reserve the right to ask any Group or individual to vacate the premises following a breach of our Behaviour Policy, a copy of which is available on request. Groups or individuals who are asked to leave will not be eligible for refunds.***

**CHALLENGING BEHAVIOUR** - Where a group includes pupils with challenging behaviour, we reserve the right to ask a Group to pay for two instructors per 10 pupils should it be felt necessary for health and safety reasons.

**PHOTOGRAPHY** - during your course the Centre may take photographs and use the contact details of your groups for its displays and publicity purposes - please ensure that suitable parental permission is sought prior to the course.

**DAMAGES** - The Centre cannot accept responsibility for loss or damage to person, property or equipment. Breakage and damages must be paid for. The invoice will be sent to the Group Leader.

**SMOKING/ALCOHOL** - All course participants are required to acquaint themselves with the Fire Regulations and to observe the no smoking policy. We also ask that alcohol is not brought on site.

**DOGS** - We operate a NO DOGS ON SITE Policy

**BOOKING CONFIRMATION** - Once you decide to confirm a booking, please complete the reverse of this form and return to the Centre, keeping a copy for your records. Should you have any queries, please do not hesitate to contact the Centre for further advice.