



The Tim Parry Johnathan Ball Peace Centre

Residential Booking Terms & Conditions

We want you to enjoy your stay and get the best out of your experience here, so please spend a few minutes reading the following conditions.

General Conditions

- Providing the dates are available a provisional booking will be taken and a booking form issued, which will need to be returned within 2 weeks.
- If the booking meets our criteria, we will confirm acceptance of dates and request a deposit from you.
- The booking is not confirmed until a deposit is received by ourselves and acceptance of the terms and conditions is confirmed.

Payment

- An invoice for the remaining balance will be issued shortly after your stay. Payment is required within 14 days.

Cancellation of Your Visit

If a visit is cancelled the following penalties apply:

- More than 6 weeks before the start date the deposit will be forfeited.
- 2-6 weeks before the start date – 50% of the total visit price is payable.
- Within 2 weeks of the start date/visitors who fail to arrive – charged at full rate.
- The cancellation date will be the date on which the written notice is received by us.

Special Requests & Dietary Requirements

- We shall endeavour to meet all special requests but they must be made clear and cannot be assumed to have been accepted until confirmed by us in writing.
- Any special dietary requirements should be confirmed in writing to the catering manager at least 7 working days prior to the start of your visit.

Room Occupancy & Minimum Numbers

- Final numbers including bedding plan to be received at least 7 days prior to your arrival.
- Rooms for young people are allocated based on gender and every effort being made for full occupancy of each room.
- Adults are required to share rooms where possible based on gender and supervision requirements
- Adults aged 18 or over are not permitted to share a room with young people under the aged of 18.
- Minimum numbers apply as below.

| | Bed and Breakfast | Full Board |
|---------|-------------------|------------|
| Mon-Fri | 10 | 15 |
| Weekend | 10 | 20 |

Our Responsibility

All groups will be met on arrival and given a full Health & Safety induction.

- The centre fully complies with all current H&S legislation, and is monitored and audited within H&S procedures.
- The centre is manned outside of normal working hours by our onsite security personnel, who will assist with any enquiries the group may have.
- The centre holds public liability insurance and it is expected that all groups have adequate public liability and personal accident insurance to cover the details of their visit.
- We have many activities running throughout the week and we aim to keep residential visitors fully aware of our programmes so that they can either join in with 'open access' programmes, or to inform them when the communal games areas are not available.
- We reserve the right to suspend or permanently exclude any person if their behaviour is incompatible with the general enjoyment or safety of other centre users.
- We cannot accept responsibility for any loss or damage to visitors' property of any description. Leaders will be provided with keys to their rooms to secure the groups personal belongings and lost keys will be charged at £15 per key.



Your Responsibility

- To provide a suitable and sufficient risk assessment for your group for the duration of your stay, including provision for competent first aiders (first aid boxes are accessible for all guests).
- Adequate levels of supervision are required with each residential group. The group leader or other person responsible for the group must accept total responsibility for the supervision and behaviour of the group at all times.
- To ensure all the bedding provided is used and removed at the end of the stay. We reserve the right to recover the cost of damage or loss of property caused deliberately, recklessly or negligently by any members of the group.
- To ensure all centre rules are adhered to and to co-operate with all centre staff

Smoking, Alcohol and Drugs Policy

- The centre operates a strict no smoking/alcohol and drugs policy. A designated smoking area is identified outside the centre. Any persons found under the influence of drugs or alcohol will be subject to our exclusion policy

If You Have a Complaint

- If you are dissatisfied with any aspect of your visit, please bring this to our attention immediately so that any matter may be resolved straight away.