

Booking Terms and Conditions

Bookings and Payment of Fees

Bookings can only be considered accepted when the appropriate deposit has been paid. All deposits are non-returnable.

At the time of booking a Group Minimum Charge (GMC) will be calculated on the basis of your estimated numbers booked (the GMC is 90% of your total invoice).

Reduced attendance below the numbers booked will result in total fees charged at the GMC rate, therefore it is important to make your estimate as accurate as possible when you book.

The balance of fees (less your deposit) will be invoiced at the end of your visit and **must be paid within 7 days of issue.**

Cancellations

Cancellations must be made in writing. Cancellations made **more than 10 months** prior to the reserved date of arrival will result in forfeiture of your booking deposit. Cancellations made **within 10 months** will result in a Cancellation Fee equal to the GMC, less 10% for every full month outstanding until the stated date of arrival.

Heathercombe Brake Trust may at any time, and without notice, cancel a booking, however, this would be an exceptional event. However, the Trust shall not incur any liability to the group, other than the return of any booking deposit and fees paid.

Insurance

It is advisable for group leaders to ensure that adequate indemnity cover for personal accident, loss of property, damage, public liability and cancellation fees is provided for members of the group. The Trust has statutory 3rd party liability cover.

Any damage, breakages or loss of equipment (other than due to normal wear and tear) caused by groups must be paid for and the group leader will be invoiced.

Supervision and Safety

All mixed-sex children and youth groups should have both male and female leaders. Staffing ratios should ensure adequate cover for supervisory requirements – we recommend as a minimum 1 leader per 10 children. 1 leader per 10 paying under 18s is free of charge. Any adults over this ratio will be charged as usual.

Group leaders are responsible for the overall supervision and discipline of group members and for exercising sound judgement in allocating bedrooms. Heatree staff do not supervise except during a booked activity session.

First aid equipment and changes of sheets for accidents etc can be found in each accommodation area.

If you chose to self-cater, then you will be responsible for kitchen and food safety.

Heatree's grounds are vast and contain woods and lakes - please supervise your youngsters/group as you would in any other setting to keep them safe, making sure you know of any medical issues which need monitoring and also allergies which affect any of your group. Equipment used during instructor-led activities is out of bounds, except when an instructor is present.

Centre Guidelines

We reserve the right to request any group member to leave the Centre if they do not respect the Centre and its ethos, its staff or other guests. Any fee refunded in such circumstances will be at the discretion of the Centre Manager.

Please be aware that other guests may want to be in bed before you and are entitled to peace and quiet after 10pm.

To keep Heatree running, all groups are expected to keep common areas tidy, to wash up after meals and lay the place settings for the next meal. Although a bottom sheet is provided, all guests are expected to bring a pillowcase and duvet cover (or sleeping bag) and towels, together with any appropriate toiletry items.

Activities

Heatree offers a variety of activities to suit all age groups, but these need to be pre-arranged with our Outdoor Education Team, well in advance of your stay. There is a charge for any instructor-led activity, but we can also issue you with ideas and resources for self-led games etc. If you want to use the Sports Barn, please let us know so we can timetable it around other groups.

Heatree Staff want you to have the best possible stay here and will do their utmost to help with any problems or difficulties. However, if you do have any cause for complaint (or have any particularly good feedback on performance!), please speak to our Centre Manager.

Heathercombe Brake Trust (Heatree Activity Centre) operates within a Christian environment and ethos.

By sending a deposit you are agreeing to the terms and conditions set out above. Bookings are not confirmed until a deposit is paid, and your booking may be given to another group if the deposit is not returned within 30 days of the date on the deposit invoice. Heatree does not share any information with other organisations.