



COURSE BOOKING FORM

Course Name:			
Date of Course:			
Start Time of Course:		Finish Time of Course:	
Name:			
Address:			
Postcode:		Telephone number:	
Email address:			

Total	£
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Please note that the course is self-catering.

Signed in agreement of Terms and Conditions	Date
Print:	

Please read the attached Terms and Conditions
Receipt of a booking form and payment indicates acceptance of the Terms and Conditions
Cheques should be made payable to: **WALTON FIRS ACTIVITY CENTRE**
Please contact Walton Firs to arrange other forms of payment.

Emergency Contact Details:

Name:		Relationship:	
Contact No.		E-mail address:	

TERMS AND BOOKING CONDITIONS – WALTON FIRS ACTIVITY CENTRE

DEFINITIONS

"The Centre" Walton Firs Activity Centre, Convent Lane, Cobham, Surrey KT11 1HB owned and operated by the Foundation
"Foundation", "we", "us" Walton Firs Foundation, a company registered in England and Wales whose registered office is at Hillbrow House, Hillbrow Road, Esher, Surrey, KT10 9NW, registered charity no. 1113830.
"Booking Form/s" Walton Firs Activity Centre standard forms.
 Booking of Course and/or Accommodation.
"Organisation", "you" The customer making the booking
"Booking Confirmation" A numbered document showing the course details and/or accommodation booked and the price at the time of booking.
"Accommodation" An indoor accommodation building with maximum capacity and facilities as set out in our price list.
"Adult in Charge" The adult in charge is the "course instructor"

"Site Rules" The rules of conduct for all visitors to the Centre, which may be amended from time to time in our sole discretion.

(1) BOOKING YOUR VISIT

A provisional booking at the "The Centre" may be made by giving us a call or dropping into our Office Reception between the hours of 09.30 and 17.00hrs. Our staff will be happy to help you with your individual booking requirements. Alternatively you may email us at info@waltonfirs.co.uk.
 A provisional booking may be made (subject as set out below); this will be held for a 14 day period only from the date that booking was made after which time the booking **will not be held** and no guarantee of availability can be given. In order to confirm your booking a completed "Booking Form" and a non-refundable payment must be made with all bookings and must be received by us within the 14 day period.
 Confirmation of your booking and a receipt for your payment will be sent to you within 7 days of receipt of the completed "Booking Forms" at "The Centre". We would ask you to carefully check that all the details are correct and notify us of any errors or omissions within 14 days. Cancellation policy will apply from the earlier of the end of such 14 day period or 21 days before the event booked.

(2) FEES, CHARGES AND V.A.T.

Camping fees, charges for camp sites, indoor accommodation, Centre activities and equipment hire are as per the published price list applicable at the time of booking. The Foundation reserves the right to amend or alter these prices at any time. If prices change prior to your stay and differ from the price/cost on your booking confirmation, notification will be given and you will have the opportunity to cancel your booking without incurring any penalty and your deposit will be refunded. VAT is charged at the current rate where applicable.

(3) PAYMENT TERMS

The full payment of all fees and other charges are payable in full prior to your arrival at "The Centre" unless alternative payment terms have been agreed between us and you in writing at the time the booking was made. Bookings made by "Organisations" on payment terms other than our standard terms are required to provide an official order against which "The Centre" may invoice. Charges for instructed evening activities and evening use of "The Centre" facilities are payable in full at time of booking. Payment may be made by bank transfer, by cheque made payable to Walton Firs Activity Centre or by credit or debit card, (AMEX is not accepted). Card payments will incur a 3% surcharge per transaction. "The Centre" reserves the right to charge interest on overdue accounts at 2% above NatWest Bank base rate.

(4) CANCELLATION

All cancellations of confirmed bookings **must** be made in writing or will not be deemed valid. Once "The Centre" has been notified in writing of your cancellation we will make reasonable efforts to resell your booking. If resold we will refund your payment/the amount charged less an administration charge of £25. "The Centre" reserves the right to cancel your booking or curtail your stay with us where forced to do so in circumstances beyond the Centre's control. We will endeavour to offer mutually acceptable alternative dates, if we are unable to do so your payment will be refunded in full.

(5) ARRIVAL AND DEPARTURE

On arrival at Walton Firs the "Adult in Charge" is requested to check into reception before going to your campsite or building.

(6) CLEANING – ACCOMMODATION, BUILDINGS AND CAMPSITES

On arrival your accommodation should be in a clean and tidy condition. If you are not satisfied with the state of cleanliness you should inform the Duty Manager immediately. On your departure you should leave the facilities in a clean and tidy condition. All campsites and areas used for activities must be cleared of rubbish and left in a clean and tidy condition on your departure. If the building or campsite requires additional cleaning and is left in an unsatisfactory condition, the Centre reserves the right to charge a cleaning fee of £50. An arranged inspection of the building may be made prior to departure, contact the Centre office to organise.

(7) INSURANCE AND LOSS OF PROPERTY

It is "Yours" or your "Organisation's" responsibility to arrange appropriate insurance cover for all members of your group against personal accident, personal liability and theft or loss of property during the course of your stay.

LIMITATION OF LIABILITY – PLEASE PAY PARTICULAR ATTENTION TO THIS CLAUSE

Subject as set out below, the Foundation will only be liable for loss or damage or injury resulting from negligence by Centre staff, its servants or agents. In no circumstances will we be liable for any loss of profit, loss of opportunity, pure economic loss or any indirect or consequential loss.

(8) CHILD PROTECTION POLICY

"The Centre" is committed to the safeguarding of children and young people and ensuring that no child or young person visiting "The Centre" and using its facilities be placed at risk or harm. It is therefore a requirement that any adult (18 or over) staying overnight at "The Centre" must have undergone a full DBS check confirming that their suitability to work alongside young people. The "Adult in Charge" must ensure that "The Site" policy is observed at all times.

(9) MARKETING AND PROMOTION OF "THE CENTRE"

"The Centre" may, from time to time, take photographs of visitors taking part in activities at "The Centre" for use in promotional materials. If a picture of any child is to be used, parental consent will be sought. If any member of your "Organisation" does not want to appear in any photograph taken by "The Centre", you should notify the Duty Manager on arrival.

(10) SAFETY OF ACTIVITIES AND WEATHER CONDITIONS

Safety of all persons' taking part in "Instructed Activities" is paramount. All visitors must comply with safety regulations and instructions of Centre staff. In adverse weather conditions it may be necessary to substitute alternative activities for some sessions; the decision of the activity instructor is final.

(11) ALCOHOL

It is the responsibility of the "Adult in Charge" to ensure that at no time is alcohol consumed by those under 18 years of age. Adults (over 18 years of age) may consume alcohol within their own building or campsite only [but drunkenness will not be tolerated anywhere in "The Centre" and will be deemed a breach of "Site Rules"].

(12) SMOKING

Smoking is not permitted in the "Accommodation" buildings, campsites or in activity areas at "The Centre".

(13) ACCEPTANCE OF BOOKING CONDITIONS

All bookings at "The Centre" are accepted on the condition that your "Organisation" agrees to abide with our booking conditions and the "Site Rules" and confirms this acceptance on the "Booking Form".

(14) DATA PROTECTION 1998

The information supplied to "The Centre" will only be used to process your booking and for our mailing list. If you do not wish to receive further information and Centre brochures please tick the box on the booking form.

(15) GOVERNING LAW

These terms and conditions are governed by English law and that you agree to the jurisdiction of the English courts.