

**TOM ROBERTS ADVENTURE CENTRE TERMS AND CONDITIONS OF BOOKING**

**Please find below information for your stay as well as terms and conditions of site hire. By accepting the booking offer and paying the deposits you confirm that you accept and will abide by these Terms and Conditions of Booking and by the information contained in the ‘Guidelines for Use of Activity Equipment’.**

**A SIGNATURE WILL BE REQUIRED ACCEPTING COMPLIANCE to this document AND the ‘Guidelines for Use of Activity Equipment’. A sign off sheet will be provided at the arrival brief.**

**BOOKING:**

**Arrivals and Departure (Residential Including Camping)**

Arrival time: 1500 onwards EXCEPT BY PRIOR ARRANGEMENT

Departure time: 1200 EXCEPT BY PRIOR ARRANGEMENT

* We ask that you vacate all bedrooms by 10AM on the day of departure and the site by noon.
* Early Check In Arrival and/or Late Checkout Departure is by pre-arrangement ONLY and is charged at £125 per hour.
* Failure to vacate the site by noon will result in a Late Checkout Charge being applied.

**Arrivals and Departure (Day Visitors)**

Arrival Time: 0900 onwards EXCEPT BY PRIOR ARRANGEMENT

Departure Time: Before 2100 EXCEPT BY PRIOR ARRANGEMENT

**Bedroom template (Indoor Residential)**

Please download the **latest** forms and ensure that the bedroom template is completed at the latest 7 days before your arrival and answer all questions on the form. Details regarding campers should also be provided.

**Clean and tidy**

Please leave the Centre clean and tidy and to a high standard. *You should bring your own cleaning materials*.

When bedding packs are booked these must be removed from all beds slept in and left near the washing machines in the utility room adjacent to the dining room.

Remove all rubbish and recycling from the centre, accommodation, bathrooms, games room, sports barn, conference centre and place in the correct bins, located in the main car park area.

Clean all floors including the conference centre, (please mop hard floors after sweeping). vacuum cleaners and mops and buckets are available, these are located in the utility room adjacent to the dining room and the drying cupboard at the bottom of the main accommodation block stairs.

Thoroughly clean the kitchen, wipe down sides, put everything away back into the correct cupboards, clean hob, ovens, microwaves, fridges, freezer and floors. Make sure the kitchen utensils boxes are clean and ALL dishwashers are left empty.

Clean the toilets/showers/floors - Please allow time for a site and accommodation check with the Centre Manager before departure. Please be ready to improve any areas that are seen to be needing improvement.

Failure to thoroughly clean the site prior to your departure will result in a cleaning charge being applied.

**Payment of account**

Please ensure that a minimum of 50% of your projected final account is paid 6 weeks before your stay and that the final account is settled 1 week prior to your stay. This includes your refundable damage deposit.

Once the final invoice has been sent we no longer issue refunds for reduced visitor numbers. Further details are available on the website including detailed descriptions of liability for payments.

**Risk Assessments and Supervision – your responsibility**

All children, young people, activities and areas must be supervised by an adult AT ALL TIMES and in line with our website risk assessments. You must also complete your own risk assessments in advance of your stay and advise your public liability insurers that you have done so. You will remain responsible for your own group with respect to health and safety, including first aid cover (In emergency the centre manager is first aid trained).

There is a defibrillator on site for use in emergency. This is kept in the serving hatch of the dining room area and will be accessible at all times. It is self-contained and explains in detail how it should be used when activated by opening it up. It is fitted with adult pads, but a set of children’s pads are available inside the bag if required (for use on small children up to 8 years old). Please do not open or activate this unless except in emergency

**Statement of Risk**

Participation in any adventure activities is not without risk as serious misuse could cause injury or even be fatal. By attending this site, you acknowledge that the activities can be dangerous with many inherent risks and hazards and that your planned activities include sufficient supervision to mitigate this risk. It is your responsibility to ensure that you have sufficient staffing and PLI to cover your planned activities.

TRAC PLI covers the site, the facilities and the equipment we supply but NOT the activities themselves as you will manage these. You and all participants in your booking voluntarily assume and accept all such risks and waive the right to sue the Tom Roberts Adventure Centre for any personal injury or fatality by agreeing to the site rules and guidance and these Terms and Conditions.

All participants are required to agree to the site rules before participating in any activity and the responsibility rests with the hirer to ensure that all attendees are aware of this requirement. All adult participants must therefore be directed by the hiring group to these terms and conditions, the ‘Guidelines for Use of Activity Equipment’ document and the ’General Guidance for Groups’ document. It is assumed that the group leaders have already received consent from all parents of unaccompanied children to act on their behalf in all these matters and to accept full responsibility for their children.

All areas will remain locked until after users have received a welcome brief and the group leader has signed the acceptance document on behalf of all adult users. Keys will not normally be issued until this is complete.

**Our liability to you**

Tom Roberts Adventure Centre, employees, directors and agents are not liable to you, the participants in your booking, or their dependants or legal representatives for any claim for any indirect or consequential loss or damage, including without limitation personal injury or financial loss or damage, whether such liability arises in breach of contract, tort (including negligence), statute or statutory duty save that nothing is intended to nor shall limit Tom Roberts Adventure Centre in respect of death or personal injury caused by the negligence of Tom Roberts Adventure Centre or of its employees, agents or contractors or affect the statutory rights of any person dealing as a consumer.

Risk Assessments are available on the website to cover the physical equipment we provide but NOT the activities undertaken using this equipment. Our liability is limited to the physical condition of the equipment.

You are responsible for carrying out your own risk assessments with regards to the activities you are undertaking and for appropriate Public Liability Insurance for these activities – You must notify your public liability insurers of the dates you are attending the Centre and detail the activities you will be doing here.

Make sure that your insurers know that instructors are not provided by us as part of your stay unless they are hired as a separate activity for Archery, Climbing or through a 3rd party.

Any external activity or catering providers must supply their own PLI. By using an external provider, you are accepting full responsibility for ensuring that they are suitably qualified and are competent to carry out the activities on your behalf and that they have suitable PLI that is adequate for your needs.

TRAC accepts no responsibility for incomplete or inadequate 3rd party PLI or for 3rd party providers abilities to provide on your behalf.

**Full Business Description as Specified in Our Insurance Documents**

The provision of accommodation and camping facilities with kitchen and dining room Including any activities not ordinarily associated with the main business description. Meeting room with audio and visual equipment.

Equipment is provided for guests use consisting of a Sports hall with basketball court, Games room - pool tables, air hockey, foosball, sound system with DVD player and screen, seating area, coffee making facilities, Table tennis, Pedal Go-Karts and Go-Karting Track, Boating Lake with pedal boats and rowing boats (life jackets must be worn, safety boat on the lake), Raft building (life jackets must be worn), Adventure playground, Football, Badminton and volleyball courts, Indoor and outdoor games equipment.

Pond dipping in eco pond (life jackets must be worn), Campfire pit with free wood provided

Den building, Orienteering, Orienteering Map run (Smart phone course), Frisbee Golf.

Archery taster sessions can be arranged supervised by trained instructors. See below and on the website for details of fees.

**Welcome and safety briefing**

Please allow time for a 15-minute welcome and safety briefing once the group is assembled at the Centre. The briefing will include fire safety advice, activity safety and care of the centre. For longer stays we recommend a fire drill. If you would like this to take place, please let the Centre Manager know in advance.

**Electrical and fire safety**

* Please ensure that any electrical items bought onto site have either passed a PAT (portable Appliance Test) & Inspection within the previous 12 months, or that you can show proof that the item is less than 12 months old**.**
* No electrical heaters or electric blankets are to be bought onto site for safety reasons. **Without Exception**
* Straighteners/hairdryers must not be left plugged in/turned on when unattended.
* Ensure that phones are not left charging on beds. Please place these on hard surfaces. Chargers must not be left connected to the socket without the phone attached. Items should not be left charging overnight. **No extension leads in bedrooms.**

**Vandalism**

**Anyone found to be abusing or deliberately damaging property or equipment, will be asked to leave the site immediately. Cost of damages will be deducted from the damages deposit. If damage is greater than the deposit amount you agree that we can invoice you for the balance. Damages deposit may also cover additional cleaning costs if the centre is not handed back clean or if this is required for any other reason.**

**Security and keys – Day Visitors and Residential**

You will be provided with two identical keys which will open up the main gate (Please do not remove the padlock from the gate), dining room and accommodation, kitchen, zip wire, Adventure playground, the go kart shed, sports barn and chill out / games room. Lake activities including raft building and eco pond gate requires separate access that the manager will arrange following an appropriate briefing.

Advise the Centre Manager when boating activities are finished so that these areas can be made secure.

**Security and keys – Residential Only**

Please ensure that all areas and buildings are locked at night-time and when not in use.

The entire site must be locked at night. The main gate will usually be locked by the centre manager at some point after dark or around 1730 unless you have later arrivals or departures and have agreed that you will do this. If you require it to remain open later then please inform the centre manager. Similarly, the gate will normally be opened at 0830. If you have early arrivals then you will be required to open up.

All doors to the accommodation may be exited without a key. The front doors to the accommodation are locked internally, the kitchen door is lockable internally and externally and the fire door to the dining room must remain locked externally. This does not affect fire exit because it is operated on a safety bar.

**Centre Manager’s keys**

The lakeside gate, the boats and the sports equipment cupboards all use a separate key and will be opened by the manager on request.

**Conference Centre Security**

The conference centre is operated on a separate key and must be locked at all three entrance points when not in use. Please note that additional fees apply, for use of the conference room facility.

The sound cupboard must remain locked when not in use. The group is responsible for all the safety of the equipment in the conference centre and will be liable for loss or damages. Please do not change any of the sound equipment wiring.

**ACTIVITIES**

**Site activities safety - ADULT SUPERVISION REQUIRED AT ALL TIMES. Instructions and risk assessments are provided on our website. Please ensure that all relevant documents for each activity you are undertaking have been read.**

**The Lake**

* Children must not go around the other side of the lake or car park side of lake without the correct ratio of supervising adults and everyone must stay a minimum of 6 feet away from the edge.
* Buoyancy aids and life jackets must be fitted correctly by a competent adult and are to be worn without any exceptions when using the lake.
* Raft building equipment is available and life jackets must be worn before entering the water.
* **4 adults minimum** must be supervising when the lake is in use. **One of these adults must be in the safety boat** and **another of the adult on the opposite side of the lake on lookout** (or be in a second safety boat) so that there is an adult supervising on each side of the island. One adult must supervise handing out life jackets and the 4th should be on the pontoon helping children into and out of boats.
* You should ideally arrange to have an open water lifeguard for all water activities but as this is not always possible your risk assessment should reflect how you are mitigating this.
* Children aged 6 and under must be accompanied by an adult in the boat.
* We recommend, but do not restrict (subject to appropriate equipment and risk assessments by you), use of the lake no earlier than beginning of April and no later than the beginning November, due to the coldness of the water.

**Go-Karting Track**

* Spectators must remain outside the go karting track.
* No walking on the track at any time.
* Follow the track around to the left (i.e. clockwise) as this avoids the steep uphill at the end. You may wish to increase the difficulty of the course by using an anti-clockwise run, but do not have go karts going in both directions.
* **No bumping / crashing or driving over sandbags**.
* No handbrake turns
* Should a Go Kart require maintenace, please let the Centre Manager know the number and problem.
* Return all Go Karts to the shed after use. Ensure they are placed upright with the seat inserted in position five.
* Go Karting Track may be floodlit at night.
* The 2 smaller go karts are for use by very small children only.

**Zip Wire**

* Operated by group user key. Padlock door after use.
* Must remain locked and only be operated when supervised by an adult.
* No jumping or climbing on soft landing system (green bags) or climbing up the safety net
* Weight limit 16 stone (102g)
* Age 7+
* Do not allow anyone to stand on the zip wire seat or run and jump onto the zip wire make sure you are securely seated with your ankles crossed prior to launch. Children will need assistance with this as the brake releases as soon as weight is placed on the seat.
* The rider should sit on the seat, coil and hold the rope, and then cross their feet to ensure safe seating before launch.
* We recommend that an adult supervises the launch platform and that there are no more than 2 people (The adult and the next waiting rider) in the tower at any one time.
* One person at a time, no children carried.
* Ensure that there is no one in the way of the zip wire.
* There is a rope that hangs down for bringing the zip wire back, this should also be coiled up and held onto by the rider so that it does not catch in the bags or the doorway as the rider descends.

**Adventure Playground and Trampolines**

* Adult supervision at ALL TIMES, one person on a trampoline at a time **without shoes**. Children only on the monkey bars due to weight limits. Equipment may be slippery when wet.

**Games Room, Chill Out Lounge and Sports Barn**

* Children (under 18) must be supervised at all times.
* The Chill Out Lounge consists of a seated café area complete with fridge, hot water boiler, crockery etc. This is at the end of the games room and that overlooks the sports barn and the camping field.
* Pool / snooker balls, cues, and air hockey equipment are kept on the tables in the games room.
* Board and other tabletop games are available in the cupboard in the games room. The key can be supplied by Centre Manager on request. Ensure that all parts to these games are returned to the cupboard and return the key to the centre manager on completion of the activity.
* Turn off all equipment and lighting when room not in use and ensure that when there is no adult supervision it is kept locked.
* Do not re-arrange the room, move/drag any of the equipment; particularly the game tables as it damages the flooring.
* DVD player and screen, sound system available for group use. This is located in the cupboard in the kitchen area of the chill out lounge. If a laptop needs to be connected, then the HDMI cable can be removed from the back of the DVD and placed in the laptop. A mini jack connection is provided so that sound can be taken from the headphone jack on the laptop.
* PLEASE NOTE THAT ACCESS TO THE INTERNET AND DIGITAL TV SIGNALS ON THE TV AND HAVE BEEN INTENTIONALLY RESTRICTED. This is to prevent access to adult or inappropriate content. The Chill out room should always be used with adult supervision.

**Carpark and areas where lake is not fenced off**

* No unsupervised children permitted in these areas.
* Do not drive vehicles onto the camping field unless permission has been sought for a caravan. In which case there will be a designated route for the caravan to drive and a designated area for parking.
* Please Park vehicles in the car park, not on the grass, fields or around the front of the property.
* No cars beyond the point where it says “no unauthorised vehicles” (i.e. down the ramp near the dining room) unless food is being offloaded to the kitchen. Then return car to car park.
* If you have a group with a high number of vehicles attending please allocate car parking stewards in order to facilitate the safe movement of vehicles onto, around and out of the site.

**Fire Assembly Point**

* If the fire alarms sound, assemble your group on the grass area of the main camp field and notify the Centre Manager as soon as the whole group has been accounted for. Do not return to the property until told to do so. If you are here for a longer camp, then please note that a fire alarm test is normally carried out at 1100 every Monday. This will involve the sounder being activated twice. You may ignore the alarm at this time but MUST evacuate if heard at any other time.

**Peace / Prayer Garden**

* This area is intended for quiet meditation or prayer or simply for retreat. It is located just up the steps to the right as you look at the dining room door. This is not a play area and so young children must be supervised. Young adults and teenagers are welcome to use this area if the leaders permit it.

**Fire pit**

* This is intended for CAMP fires and not BONFIRES
* A competent adult to be in charge at all times.
* Complete your risk assessment and use ours as a guideline if required.
* We supply free wood for the fire-pit; the wood may contain nails, so please request gloves from the Centre Manager and make up your fire safely in daylight.
* Place the log seats at the correct distance away from the fire (1.5 metres minimum).
* The log seats are not for burning.
* There is a light and power supply at the fire pit.
* Please bring your own fire lighters.
* Return all the log seats to the store adjacent to the woodshed after use. Please do not leave these on the grass. Residential groups may do this the following morning but as the grass is cut regularly this must be before 0900.
* Let the fire die down naturally and check 30 minutes after the group has left the area that it is still out.
* Tidy up the area if required.

**Eco Pond**

* Life jackets must be worn. Pond dipping equipment provided. Adult supervision required, ensure that the pond area is secure after departure.

**Coppice**

* **Do not make fires in this area**. This is sometimes used by TRAC for burning waste but is NOT a designated safe area for campfires.
* Den building equipment provided. Please make sure all poles are returned to a Tepee-like stack as they are found.
* Please tidy up after yourselves.
* Do not cut off branches or damage the trees in anyway.

**Orienteering**

* A Smart Map phone app for orienteering is available for this site that uses 20 fixed locations fitted with 20 individual markers.
* An orienteering guide may be downloaded from the website to help you plan. Maps are also available for download so that you can plan, but laminated maps are available from the Centre Manager for use around the site, so you don’t need to print these out unless you want to.
* Orienteering must be arranged in advance of arrival.

**Sports and Games Equipment**

* We have a list of sports and games equipment you may borrow. This must be signed out and signed back in at the end of your stay. Lists are available on the website.

**HOUSEKEEPING**

**No shoes in carpeted areas**

This includes all bedrooms and the games room/chillout zone. Please use the shoe racks which are provided in the sports barn and accommodation.

**Recycling and waste**

* Waste bins are situated at various points around the site.
* Loose waste can be placed in the bins provided outside the toilet block, near the picnic benches, or outside the accommodation rear entrance. There is a bin provided near the BBQ area. Do not place loose waste in this unless a bag has been inserted.
* General Waste should be bagged and placed in the large General Waste Biffa bin, located in the car park.
* Food waste should be bagged and placed into the large General Waste Biffa bin, located in the carpark.
* Metals, paper, card and plastic bottles should be placed un-bagged into the large Dry Mixed Recycling bin, located in the car park. DO NOT PUT GLASS IN THIS BIN.
* Glass should be deposited in the black recycling rack provided by the kitchen door.
* Black wheelie bins are for packaging, paper and cardboard. Paper towels should be bagged before being placed in these bins. Please do not put these in loose.
* There is also a bin provided next to the BBQ for general waste (NOTE: NOT Recyclables) and A BIN LINER MUST BE USED HERE.

**Heating**

The accommodation is heated from the end of October through to the beginning of April. Please keep doors and windows closed when central heating is on.

If the room is too warm turn the radiator down a little. Radiators can be adjusted on the 1-5 dial, but please do not touch the Lockshield valve on other end as this is used to balance the system and it stops the other radiators working properly.

Please do not turn radiators completely off. The minimum setting is the frost setting (). Please return to this setting on departure

**Lights**

The lights in the corridors and stairs are automatic but please turn off other lights in the building when not in use. Please also make sure that you turn off all lights when you leave any of the public areas, especially the chill out lounge / games room, the conference centre / meeting room and the sports barn.

Please remember to switch the lights in the sports barn on one at a time. The surge created by the big lights over the basketball court can trip the mains if switched on together. Please contact the centre manager should this occur.

**Toilets**

We are not on mains sewage ***so only human waste and toilet paper can go down the toilets***. Anything else can cause blockages and pump failures leading to flooding. **The Cost of unblocking and repairing pumps are chargeable**.

Bins and bags are placed in toilets for sanitary products.

Please place nappies in the large Biffa bin by the carpark. Do NOT Place loose nappies in any of the other bins.

Empty all bins when you depart (place paper towels, bagged, into the black bins).

Clean the toilets and showers, sweep up the grass and use the mop for the floors.

**Kitchen**

The kitchen is fully equipped with plate warming cabinet, bain-marie, two electric ovens, gas cooker with 6 burners, commercial 1800w microwave, 2 sinks, 2 fridges, a freezer and toasters.

Do not place any fat or fatty liquids or greasy food down the sinks. Put any such items into a sealed container i.e. a used bottle (e.g. a milk bottle of jam jar) and dispose of with the general waste.

Turn off kitchen gas supply and extractor fan IMMEDIATELY after use. **Please do NOT leave this running when you are not cooking as it is noisy and uses power unnecessarily.**

Thoroughly clean the kitchen, sides, hob, ovens, microwaves, fridges and freezer before you leave.

Sweep and mop all floors, taking care to check under and between counters.

Make sure you clean all utensils thoroughly after use INCLUDING the plastic boxes in which they are stored.

Please use the lockable dry food cupboards in the corridor for anything that might attract mice.

Ensure all Dishwashers are emptied and all contents put away prior to your departure from site.

Please leave the kitchen and utility areas as you found them in order to avoid any additional cleaning charges.

**Shower fans**

Please do not turn the switches off. The shower fans stop the smoke alarms being activated by steam.

This is especially important in the Twin Gables 2 wet room / disabled facility – ensure shower window is open when having a shower and allow time for steam to dissipate before opening the door. This will stop the fire alarm being activated by a burst of steam escaping the shower room onto the fire sensor outside the door.

**Utility room**

The Tumble Dryer takes £1 and 20p coins. Please ask for handtowels, centre feed rolls and hand-wash if they run out. The washing machine is available for your use if required and there are also three dishwashers with dishwasher tablets available. There are two sinks in the utility room.

**Dining room**

There is a whiteboard (whiteboard pens not provided) and a music system available for your use.

**Please do not stick things on the walls**. We don’t mind you sticking things on the cupboards and windows, with white or blu tack and you are welcome to use the noticeboards but please no sellotape.

Do arrange the dining room to suit your group numbers but please wiped down and return benches, tables and chairs to the side of the room prior to your departure.

Please sweep and mop the dining room prior to your departure.

**Conference Centre**

A built-in sound system, projector and screen are provided. Connection via HDMI cable is available via a wall socket on the front wall or using a cable in the sound cupboard at the back.

There is a DVD player and an input for an mp3 player via a headphone plug, There is also a Bluetooth connection .

There is a built in 16-channel mixing desk with associated stage box for connection. There are also 4-channels of fold back (Monitor) lines. You will need powered speakers / wedges for this.

2 handheld radio Mics and 6 Sure SM58 Mics and stands are available for use.

Please discuss requirements with the Centre Manager.

Please note details on the fees and conditions page of the website and below for additional charges for this.

**PLEASE Do not stick anything to the walls or floor.**

You may use white or blu tack to stick things to the windows, frames or to the wooden doors but please no sellotape.

Tidy and clean the centre after use removing any rubbish and emptying bins.

**CENTRE RULES**

No Pets, No smoking and No Alcohol are permitted on site.

**Alcohol and Drug Free Zone**

TRAC is a substance abuse free site. We will ask anyone breaking this rule to leave site immediately. We have a zero-tolerance policy on this.

We also do not allow alcohol on the main site, with the exception of communion wine.

Please note that as this is an adventure activities site and you are responsible for your attendees, particularly the children. You must remain capable of managing the members of your group during all activities.

**Dogs**

Due to frequent mess being left on site and the associated risk of disease, we have had to adopt a strict no dogs on site policy.

Assistance dogs are of course welcome.

**Out of Bounds Areas**

* Farmhouse and gardens – This is where the Centre Manager and family lives.
* Any fenced off areas – areas are fenced off for your safety or for privacy.
* Workshops, Sheds, Works Yard, and anywhere outside the TRAC boundary lines.
* The main car park area from the slope leading up from the dining room and from the farm gate on the far side of the toilet block (unless supervised for a specific activity such as climbing, paddle boarding, raft building etc.)

**Tent hire and hook ups**

We no longer supply tents for hire.

If you are camping, we are able to provide electrical hook ups on a chargeable basis.

Camper vans or caravans will be charged at the camping rate per person.

EV Charging is not currently permitted on site.

Loud music, must be reduced in volume after 2200 and must cease completely AT THE LATEST by 2300. Likewise noisy outdoor activities should stop by these times. Quiet outdoor activities such as singing around the campfire or any noise that is not likely to carry can carry on until midnight.

**Please don’t forget to bring;** toilet rolls, single fitted sheets, sleeping bags (or sheets and duvets), Pillows and pillowcases, blankets, towels, warm pyjamas, slippers and cleaning products and rubbish bags for your stay.

Bedding is not provided, unless by prior arrangement. A simple bedding pack can be provided (see website or below for details and prices) if required. Please arrange this in advance. Details are below, on the ‘General Guidance for Groups’ document available on the website and on the ‘Fees and Conditions’ page on the website. Please DO NOT sleep on the beds without a sheet. Soiled mattress protectors will incur an additional charge. **Please ensure that your toilet cleaner is eco-friendly,** and that bleach is not used. Please note that when sleeping outdoors the need for warm blankets etc is much greater than indoors.

**Breakages**

Please let the Centre Manager know if anything gets broken so that relevant repairs can be made, and the site remain safe for your group.

**Safety notice**

Do not bring any power tools onto site.

**Equipment**

Do let the Centre Manager know of any hire equipment (i.e. bouncy castles) or any unusual equipment you plan to bring with you.

**Caravans, hog roasts, bouncy castles**

Advise the Centre Manager prior to arrival so that equipment is placed correctly on site and bought through the correct gate. We are unable to support caravans on the field if wet and will show you an alternative place for the caravan.

No cars on the grass. We can provide trolleys for the movement of equipment from the main car park to the main accommodation block, the lodges and the camping field if required.

**Site tidy**

Litter pick all areas

Return all equipment to where it was borrowed from.

Return picnic tables to the area just outside the gate behind the shipping container. Please do not place the top one upside down on the bottom one.

**Booking and Cancellation policy**

* **Following an enquiry by email or on the telephone or through the Christian Resources Network, you may be offered a number of dates as options. Offers of booking will only be held for 7 days unless communication is received to indicate interest whereby extensions may be granted at management discretion. Dates are booked on a first come first served basis so early confirmation of preferred dates is recommended.**
* **Bookings are entered as provisional following receipt of an ‘Initial Booking Form’ (Latest version on the website). Once a completed booking form is received the preferred date will then be held for 7 days pending payment of a deposit to confirm your booking.**
* **The initial booking deposit of 10% based on the estimated numbers or the minimum booking fee (whichever is greater) is required to confirm your booking. Once paid your booking is confirmed and the deposit is non-refundable and non-transferable regardless of how far ahead you cancel unless we can re-sell the original dates.**
* A further payment of 40% of the estimated full fee will be invoiced (taking you to a 50% deposit) approximately 8 weeks before your arrival (with a 7-day payment period) **should you cancel between 3 and 6 calendar months of the booked start date, then you will be still liable for 50% of the minimum booking fee even if not yet invoiced, this will be invoiced as a daily rate depending on the number of nights/days you are booked for. This may be waived if we are able to re-sell the dates to a similar or larger sized group, but this becomes increasingly unlikely nearer to the actual dates.**
* **Minimum booking fees apply. (See website for details).**
* **Cancellation less than 3 calendar months before the booked date will be invoiced at the full minimum fee.** **This will be the minimum booking fee applied as a daily rate for a minimum of 2 nights.**
* **This may be waived in certain circumstances and at managers discretion if we are able to re-sell the dates to a similar or larger sized group, but this becomes increasingly unlikely nearer to the actual dates.**
* **A refundable damages deposit will be added to your final invoice which will be sent to you approx. 2 weeks before you arrive and is payable 1 week prior to your arrival.**
* **You return the ‘Bedroom and Facilities Booking Template’ to us no later than 3 weeks prior to arrival. This will confirm your final visitor numbers and allow us to issue an accurate final invoice. If this is not received then we will use your original visitor numbers as per your Initial Booking Form.**
* **Once the final invoice has been sent we no longer issue refunds for reduced visitor numbers.**
* **Should your visitor numbers increase above those of the final invoice then we will issue a supplementary invoice to cover the additional cost.**

**Additional Fees & Supplements**

Additional fees & supplements will be charged for the following:

1. Visitors are required to bring their own single fitted sheet / pillowcases and pillows.
2. Sheets, Pillows and Pillowcases will only be provided as part of a ‘Simple Bedding Pack’ as an extra cost. Details can be found in the ‘General Guidance for Groups’ and in the ‘Terms and Conditions of Booking’ found on the website.
3. The conference centre / meeting room is not automatically be included in the booking price for TRAC and must be booked by selecting the appropriate box on the Initial Booking form available on the downloads page. This is due to the fact that in the past we have heated this large space when it was not needed, and incurred additional cleaning costs when it was often not being used as a meeting space. We do not wish to discourage groups who need this space from using it, however, in an effort to minimise waste and help the environment, we are aiming to reduce any unnecessary costs when this facility is not required. Users will be able to book the facility at any time up until or upon arrival. Costs for hire of the conference / meeting room IF BOOKED AS PART OF PRIMARY BOOKING can be found on the website. (Please contact us for external function hire prices)
4. Archery taster sessions may be arranged in advance. Details of fees can be found on the website.
5. Use of the Leaders Lodge is charged at the standard indoor accommodation rates, with a small supplement to cover the additional features and the extra operational costs. This supplement is in addition to the standard per person rates for indoor accommodation. (See website for details)
6. Use of the Accommodation Lodges is charged at the standard indoor accommodation rates unless otherwise specified. A daily supplement per lodge will apply where less than 35 persons are using the main indoor accommodation or where multiple lodges are booked at less than 50% occupancy.

(See website for details)

**Damage Deposit**

Due to lack of cleanliness, damage and vandalism from previous groups we have had to introduce a damage deposit of £250. This will be invoiced for payment prior to arrival and will be returned to you approximately 7 days after your departure, on the basis that the signed terms and conditions referenced here have been adhered to, and the site has been left, clean, tidy and undamaged with all keys returned.

We retain the right to refuse to book your group again, should the terms and conditions not have been adhered to.

PLEASE NOTE THAT CHARGES WILL BE MADE FOR ANY MATTRESS PROTECTORS THAT REQUIRE CLEANING AS A RESULT OF FITTED SHEETS NOT BEING USED. ALL BEDS MUST HAVE A FITTED BEDSHEET. THIS INCLUDES WHEN USED WITH SLEEPING BAGS.

Please ensure that you have completed the following prior to arrival:

1. Read through and understood the terms and conditions above and the ‘Guidelines for Use of Activity Equipment’ available on the website as well as the information in the ‘Initial Booking Form’ and the ‘Bedroom and Facilities Booking template’.
2. Signed the form accepting compliance with the Terms and Conditions and Guidelines for Use of Activity Equipment (sign off sheet will be available when you book in and receive keys)
3. Paid the account in full
4. Paid the damage deposit
5. Returned the completed ‘Bedroom and Facilities Booking Template’ at least 14 days prior to arrival

**Errors and omissions excepted**

**Tom Roberts Adventure Centre Ltd. reserves the right to review and amend our Standard Terms and Conditions without notice.**