



Tim Parry
Johnathan Ball
Peace Centre

Residential Hire Terms & Conditions

Thank you for getting in touch with us about staying at the Peace Centre. If you have any questions regarding our terms and conditions, please feel free to call 01925 581242 or email residentials@peace-foundation.org.uk and we will be more than happy to discuss them with you.

General Conditions

- Provided the requested dates are available, we will make a provisional booking and send a booking form via email. This booking will be held for 7 days, during which time the completed form will need to be returned to us.
- Your booking is confirmed when the deposit is received by us.
- So that we can plan your visit effectively, final numbers and dietary requirements must be received no later than 7 days before your arrival.

Payment

- An invoice will be issued within 7 days of your stay with us.
- Payment is required within 14 days of receiving your invoice. All charges are subject to VAT.

Cancellations

- If you need to cancel your booking for any reason, please email residentials@peace-foundation.org.uk as soon as possible.
- Please note that the cancellation date will be the date that we receive written notice.

- If a booking is cancelled, the following penalties will apply:
 - More than 6 weeks before your arrival date – your deposit will be forfeited.
 - 2-6 weeks before your arrival date – 50% of the total visit price is payable.
 - Within 2 weeks of your arrival date – charged at full rate*
- Any deductions to final numbers within 7 days of your arrival will be charged at full rate.

**As we are sure you can appreciate, it would be near impossible for us to find a replacement booking on such short notice and would therefore result in a loss of revenue. This is why we have to charge the full rate in this instance.*

Special Requests & Dietary Requirements

- Any special dietary requirements should be confirmed by email at least 7 working days prior to your arrival date.
- Please do not assume this information has been accepted until you receive confirmation from us via email.

- Please do let us know in advance if any of your guests have any special requests due to a disability, so that we can accommodate accordingly.

Room Occupancy & Minimum Numbers

Rooms for Young People:

- Rooms are allocated based on gender, with every effort being made for full occupancy of each room

Rooms for Adults:

- Adults are required to share rooms where possible based on gender and supervision requirements.
- Adults aged 18+ are not permitted to share a room with young people under the age of 18 unless they are family members.

Minimum Numbers:

	Bed & Breakfast	Full Board
Mon-Fri	10	15
Weekend	10	20

Our Responsibility

- All groups will be met on arrival and given a (quick and painless) Health & Safety induction.
- The Centre fully complies with all current H&S legislation and is monitored and audited within H&S procedures.
- The Centre holds public liability insurance.
- The Centre is manned outside of normal working hours by our on-site security personnel, who will assist with any enquiries the group may have.
- We have many activities running throughout the week and aim to keep residential visitors in the loop about any 'open access' programmes they can get involved in during the evenings.
- On occasions, the communal games areas may not be available – we will make every effort to let residential visitors know when this is the case.
- We cannot accept any responsibility for loss or damage to visitors' property in any capacity.

Your Responsibility

- Please make sure to adhere to all centre rules and co-operate with our staff members
- You must provide a suitable and sufficient risk assessment for your group for the duration



of your stay, including provision of competent first aiders (first aid boxes are accessible for all guests).

- You must hold adequate insurance cover for the duration of your visit, including Public Liability Insurance and Personal Accident Insurance.
- 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.
- 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.
- Bedding and linen are provided, please remember to bring your own towels and toiletries.
- Please ensure that all bedding provided is used and removed at the end of the stay. Should bedding not be used, we will recharge the cost of laundering the duvet at £15 each.
- Leaders will be provided with keys to their rooms to secure the group's personal belongings. Lost keys will be charged at £15 per key.

Smoking, Alcohol & Drugs Policy

- The Centre operates a strict no smoking, alcohol and drugs policy (including e-cigarettes). 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.

Exclusion Policy

- We will have no choice but to suspend or permanently exclude someone if their behaviour is incompatible with the general enjoyment or safety of other centre users.

If You Have A Complaint

- Our goal is to make sure you enjoy your stay with us. If you are unhappy with any aspect of your visit, please do not hesitate to bring it to our attention and we will do our best to resolve the matter as quickly as possible.