



Christian Endeavour Holiday Centres Ltd

BOOKING ARRANGEMENTS, TERMS AND CONDITIONS

Terms are per person per night - inclusive of VAT at the current rate. We reserve the right to alter our published terms if deemed necessary, including changes in taxation. Half Board is evening meal, bed and breakfast. No allowance is made for meals not taken.

BOOKINGS

Arrange your booking directly with the Centre. A deposit of £60 for adults and £25 for children is payable per week or part of a week for each person.

Provisional bookings can be made by contacting the Centre Manager, and these will be held for two weeks pending the receipt of a confirmed booking and deposit payment. We regret that we are unable to send reminders and that a provisional booking cannot be held after this period.

Deposits are non-refundable but see Cancellation Charges below. Bookings are not transferable without prior agreement with the Company.

Single rooms do not carry additional charges, but where a double/twin or family room is used for single occupancy there may be an extra charge of £7 per night for specific rooms agreed at the time of booking.

Bookings can only be accepted for a type of room, e.g standard or en suite. Specific room requests will be considered, however this will be subject to availability and Centre Manager agreement.

We reserve the right to change programme content should circumstances dictate, e.g. cancellation of planned events. If in exceptional circumstances we are unable to provide the accommodation booked, a full refund will be given unless alternative accommodation is agreed.

Full payment is due four weeks in advance of your stay. For any exceptions, you will be informed when full payment is due at the time of booking.

For Coach Holidays, the balance of the holiday cost is due six weeks before the holiday departure date. Holidays booked within the balance due period are liable for the full cost at the time of booking.

Cheques should be made payable to Christian Endeavour Holiday Centres Ltd. Debit and Credit card payments can be made, as well as direct bank transfers.

INSURANCE

The Company does not offer any form of insurance or cancellation cover. When you book a holiday or other stay at one of our Centres you are entering into a legally binding agreement which, if cancelled or curtailed, will incur a cancellation charge. We believe it is important that you are covered by adequate travel insurance and in particular cancellation cover and strongly recommend that all guests comprehensively insure their holiday against all eventualities with an insurer of their choice.

Guests from outside the UK must be covered by adequate insurance covering cancellation, sickness, accident or other misfortune.

CANCELLATION

Should you or any other member of your party be forced to cancel your booking, you must notify the Centre Manager in writing at the earliest opportunity including any relevant and supporting documentation. A cancellation will take effect from the date the written notice is received by the company.



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Cancellations incur a **cancellation charge** as set out below:

One calendar month or more before planned arrival at Centre/Coach departure	Deposit only
Between 48 hours and one calendar month before your planned arrival at Centre/Coach departure	two-thirds of the total holiday cost
48 hours before planned arrival at Centre/Coach departure or later	full cost of the holiday

ENVIRONMENTAL HEALTH & CARE PROVISION

The Company is required to inform, and emphasise, that its employees are not trained, qualified nor insured to nurse, nor to act as carers for, guests who are infirm and necessitate specialist healthcare because of specific conditions. Guests who require medical or physical assistance or are unable to vacate the premises by themselves in an emergency must be accompanied by a responsible friend or relative at all times. Regrettably, where circumstances dictate, the Company reserves the right to insist that such persons return home. If in any doubt, please check with the Centre Manager prior to your visit.

Although there is a registered First Aider on the premises, groups are responsible for their own First Aid, and child safety policies.

MISCELLANEOUS

Lunches can be ordered and paid for by arrangement with the Centre Manager. Charges for excursions are normally extra to the tariff prices. Some facilities may incur extra local charges.

Special diets, food allergies or other requirements will, whenever possible, be catered for following discussion with the Centre Manager at the time of booking. The Centre staff will do their best to cater for special diets, within the restrictions of local suppliers.

Car parking is entirely at the owner's risk. We cannot be held responsible for accidents sustained at our Centres, or for loss of or damage to articles of value, or motor cars.

Dogs or other pets cannot be taken, with the exception of registered assistance dogs for people with disabilities. Animals must not be left in cars in car parks.

We ask our guests not to bring or consume alcoholic drinks on the premises, and not to bring or consume hot or cooked meals in bedrooms. Our Centres operate a no smoking policy.

We reserve the right to charge for damage over and above normal wear and tear.

We cannot be responsible for any claims, actions or demands arising out of the negligence of guests while staying at and using our Centres. We are, however, insured against any claim arising out of our own negligence.

If you require clarification regarding any point above, please contact the Centre Manager who will be happy to discuss any concerns before your stay.

We hope you have a pleasant stay at our Centres, and gain Christian enrichment and refreshment in your time here.



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TERMS AND CONDITIONS – SUMMARY OF KEY POINTS

A summary of the **Key Points** of our Terms and Conditions is set out here.

- Terms are per person per night
- Half Board includes evening meal, bed and breakfast
- Book directly with the Centre, paying a non-refundable deposit of £60 - children £25 – per week or part week for each person.
- Payments are accepted by cash; by cheques made payable to Christian Endeavour Holiday Centres Ltd; by debit or credit card; or by direct bank transfer.
- Full payment is normally due four weeks before your stay at the Centre, with exceptions for some holidays. For Coach Holidays, the balance is due six weeks before the holiday departure date.
- We strongly recommend that all guests comprehensively insure their holiday against all eventualities with an insurer of their choice and in particular cancellation cover. Guests from outside the UK must be covered by adequate insurance covering cancellation, sickness, accident or other misfortune.
- If you have to cancel your booking you should notify the Centre Manager in writing at the earliest opportunity. Cancellations incur a cancellation charge as set out in the full Terms and Conditions
- The Company emphasises that its employees are not trained, qualified nor insured to nurse, nor to act as carers, for guests who are infirm and necessitate specialist healthcare because of specific conditions.
- Lunches can be ordered and paid for by arrangement with the Centre Manager. Charges for excursions are normally extra to the tariff prices. Some facilities may incur extra local charges.
- Special diets or other requirements should be discussed with the Centre Manager at the time of booking.
- Single rooms do not carry additional charges, but where a double/twin or family room is used for single occupancy there may be an extra charge of £7 per night agreed at time of booking.
- We ask our guests not to bring or consume alcoholic drinks nor bring hot food on the premises. We operate a no smoking policy.
- We cannot be responsible for any claims, actions or demands arising out of the negligence of guests while staying at and using our Centre. We are, however, insured against any claim arising out of our own negligence.