

Bournemouth YMCA Sandyholme Booking Conditions

The Contract

Your contract is with Bournemouth YMCA. By signing the booking form, you are confirming that you have the authority of your organisation to do so and are accepting the terms of the booking conditions. This contract shall be subject to the jurisdiction of the English Courts under English law.

The Booking

A provisional booking will be accepted by telephone, email or letter; this will be held for fourteen days only. Provisional bookings, made within one month of visit, will be held for 48 hours only.

The booking is confirmed and a contract formed when we have received a signed booking form. The booking will be acknowledged by the production of a deposit invoice (or full invoice if booking is made within 8 weeks of your visit). A deposit of 10% of the total letting fee (minimum £100) is required for each booking. Deposits will be refundable less a 15% administration charge, only if the property can be re-let.

The balance outstanding will be payable in full without reminder 60 days before your proposed visit. Unfortunately, unless we receive full payment within the time period, we will consider the booking cancelled and cancellation charges will apply.

Changes

For operational reasons Bournemouth YMCA reserves the right to make changes to the booking. Most of these will be relatively minor, however, in the event of a major change e.g. a change of accommodation type (unless an upgrade), you will have the opportunity to either change the visit date (subject to availability) or cancel the booking with a full refund.

Cancellation

Cancellations must be made in writing and will be subject to the following charges unless the property can be re-let, in which case an administration charge of £25 only will be levied.

Whole group

<u>Period before visit</u>	<u>Charge</u>
Up to 20 weeks	Loss of deposit
20-16 weeks	25% of total cost
16-8 weeks	50% of total cost
Within 8 weeks	100% of total cost

Part group

<u>Period before visit.</u>	<u>Charge % of part being cancelled</u>
Up to 20 weeks	No charge
8-20 weeks	Loss of deposit
Within 8 weeks	100%

Bournemouth YMCA reserves the right to cancel a booking for whatever reason. All monies paid to us in respect of the booking will be refunded in full.

No refund will be made in respect of accommodation vacated before departure date.

The Booking Fee

Bournemouth YMCA will do its utmost to ensure that the fee will remain the same. However in the event of increased price rises due to, e.g. a significant rise in the minimum wage, or fuel charges, then we reserve the right to increase the booking fee. Bournemouth YMCA will endeavour to absorb the first part of any such increase but should the rise be in excess of 10% of the quoted cost, the client will have the right to cancel with a full refund.

Liability

Bournemouth YMCA accepts full responsibility for the acts or omissions of its employees, providing they are acting within the scope of their employment.

The YMCA accepts no responsibility for the acts or omissions of its clients whether negligent or otherwise and shall not be liable for claims made against them, either by other clients or third parties.

Groups are responsible for the cost of repairs necessitated by any wilful damage they may cause. Group leaders are responsible for ensuring high standards of conduct within their group.

Bournemouth YMCA does not accept responsibility for guests' property of any description and any such items are left or held at the property at the guests' risk.

Insurance

Bournemouth YMCA has public liability insurance cover up to £10 million. We recommend that groups take out their own insurance to cover risks of accident, loss of personal belongings or cancellation.

House Rules

Smoking is not permitted anywhere inside the accommodation and only in designated outside areas.

Pets are not permitted in the main house, with exception of guide dogs. However, well controlled dogs may be permitted in the Studland Unit by prior agreement.

Guests are expected to behave in a considerate manner towards neighbours at all times.

Bournemouth YMCA reserves the right to terminate any bookings by groups failing to meet these conditions. In these circumstances, no refunds will be given.

Accommodation will be available from 4 pm on the day of arrival and must be vacated by 10 am on the day of departure.

BOURNEMOUTH YMCA EQUAL OPPORTUNITY STATEMENT

All guests attending Sandyholme are expected to commit themselves to provide an atmosphere free from discrimination (on the grounds of race, gender, marital status, ethnic origin, sexual orientation, physical ability, educational attainment or wealth) and harassment (whether physical or verbal).

Anyone behaving in a way that breaks this agreement will be challenged appropriately and Bournemouth YMCA reserves the right to exclude them from the remainder of the visit.