

**Youth Centre**

**———— Rydal Hall ————**

**& Camping**

**Booking form**

PLEASE USE ONLY ONE FORM PER STAY AND CHECK AVAILABILITY BEFORE RETURNING.

<u>Charity Number</u> (if applicable)

Organisation .....

Name of contact during your stay .....

Booked by (if different from above) .....

Invoice Address .....

.....

.....

.....

Postcode .....

Telephone (Day) ..... (Evening) .....

Email .....

**YOUTH CENTRE BOOKING**

Arrival date ..... Departure Date .....

We do ask groups to arrive no earlier than 4pm on the agreed arrival date and for groups to vacate the Youth centre by 10am on the agreed departure date. If you require to Arrive/Depart at any time other than the preferred times please inform us at the time of your booking.

Please give details of any noise/activity that might affect other events.

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**CAMPING BOOKING**

Arrival date ..... Departure Date .....  
Arrival time ..... Departure Time .....  
Number of campers .... Adults .... Under 18yrs .... Under 4yrs  
Number of Tent Pitches required .....

**Terms and conditions**

A full list of the terms and conditions regarding bookings, deposits and cancellation fees can be found below. Should you have any problems or queries with the terms and conditions please do not hesitate to contact the General Manager or the Bursar.

**I enclose herewith the relevant payment/deposit as per terms and conditions.**

(All cheques are made payable to 'Rydal Hall Ltd')

Name (please print): .....

Signed: .....

Date .....

# Rydal Hall Youth Centre Booking Terms and Conditions

## Arrival and Departure

All accommodation will be available from 4pm on the date of arrival and must be vacated by 10am on the date of departure.

## Minimum Stay

At weekends and bank holidays, there is a minimum stay of two nights.

## Dogs

Unfortunately, dogs are not allowed inside the Youth Centre.

## Methods of Payment

Rydal Hall accepts payment, which includes VAT at the current rate, by debit card, credit card, cheque or cash. Cheques should be made payable to "Rydal Hall Ltd".

## Special Offers

Full payment at the time of booking will secure any special offer as advertised on our website or social media. Payment for special offers is non-refundable and non-transferable.

## Deposits

Provisional bookings can be held for a maximum of 7 days. Guests may secure their stay with a non-refundable deposit, which must be taken at the time of booking. Rydal Hall offers a 10% discount to church groups, youth groups and charities for bookings made only for the Hall and Youth Centre. Proof of charitable status is required. Discounts cannot be combined with any other special offer.

## Bond

A £100 bond must be paid at the time of booking. This will be returned in full if there are no breakages, extra cleaning or missing items. Customers will be liable for the cost of repair or replacement for any damage caused to Rydal Hall property or effects therein.

## Final Payment

Final payment must be made 2 weeks prior to arrival, whether or not a reminder has been sent. Accounts not settled within 28 days of the departure date, may be subject to a 5% surcharge. Invoicing with prior agreement.

## Groups

Booking the Youth Centre includes **exclusive** use of

- 4 dorms (4 bed ensuite, 6 bed ensuite, 9 bed and 10 bed) Pillows and pillowcases provided, all other bedding and towels you need to bring with you.
- Separate ground floor toilets and shower room.
- A large meeting room with wood burner and one bag of logs, games and a table tennis table.
- A fully equipped kitchen

The group leader must submit one group booking form and pay the deposit of £100 per night at the time of booking. The bedroom list in your welcome pack must be completed and returned to reception by 9pm on your day of arrival.

## Late Check Outs

If a late check out is required, up to 6pm on the day of confirmed departure, a charge of £100 will be made.

## Children

For legal and safety reasons, please ensure there is adequate supervision for children staying in the Youth centre. The NSPCC offer ratio guidelines according to age.

## Cancellation Charges

We politely remind guests that payment and acceptance of a deposit constitutes a legally binding contract. Cancelled bookings cause financial loss. For this reason charges apply to all cancelled bookings. All cancellations must be submitted to us and acknowledged by us in writing or via email.

If cancellation is made less than 2 weeks prior to the arrival date, guests will be charged the full amount of the booking.

If you wish to change any part of your confirmed booking, please let us know in writing or via email as soon as possible. Although we will do our best to accommodate you we cannot guarantee we will be able to meet your request. A small administration charge may apply.

**Refunds**

No refunds or reductions can be made for confirmed bookings that have not been taken.

**Insurance**

Rydal Hall advises guests to take out insurance to cover their stay in the event of cancellation.

**Liability**

Neither the company nor its employees can accept liability for loss or damage to any vehicle or other property belonging to any person or organisation sustained by them whilst on any part of the site.

**Damages**

Customers will be liable for the cost of repair or replacement for any damage caused to the Hall estate or property or effects therein.

**Data Protection**

Rydal Hall assures its guests that no personal information is shared with any third party. Any data collected from guests in connection with their booking will be kept in accordance with the current Data Protection legislation.

**Complaints**

Rydal Hall is keen to ensure you have an enjoyable stay. However, in the unlikely event you are not satisfied with your accommodation, please contact us immediately so that we can attempt to resolve it.

**No Smoking**

Rydal Hall is a no smoking establishment and failure to adhere to this policy will result in the guest being asked to leave while still being liable to the full cost of the confirmed booking to air the room for further lettings.