

**Booking Arrangements, Terms and Conditions for Self-catered Bungalows and Annexe**

Terms are for either a 4-night or a week’s rental as specified in the brochure and are inclusive of VAT at the current rate. We reserve the right to alter our published terms, if deemed necessary, including changes in taxation.

**Bookings**

You, the party leader, need to arrange the booking directly with the relevant Centre Manager. By making the booking, you confirm that you are authorised to do so and that all members of your party agree that the booking will be governed by these booking conditions. The party leader is responsible for making payments to us.

Provisional bookings may be held for two weeks pending receipt of a 25% deposit payment by debit or credit card, or a cheque made payable to Christian Endeavour Holiday Centres Ltd, to secure your reservation. Deposits are non-refundable – see **Cancellation Charges** below. Bookings are not transferable without prior agreement by the Company.

We will give you written confirmation of your booking by mail or email, showing the amount you have paid and the amount you still owe for the reservation. As soon as you receive your confirmation, check the details carefully and notify us immediately if anything is incorrect. If you have any special requests, you must let us know when you make the booking and confirm them in writing.

Full payment, including the £200 **security deposit**, is due at least 2 months before the start of your stay. If in exceptional circumstances we are unable to provide the accommodation booked, you will receive a full refund unless alternative accommodation is agreed.

**Insurance**

The Company does not offer any form of insurance or cancellation cover. When you book a 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, particularly cancellation cover and recommend strongly that all party members 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, loss of personal possessions or other misfortunes.

**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.

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

|  |  |
| --- | --- |
| Two calendar months or more before planned arrival at your holiday let | Deposit only |
| Between 48 hours and two calendar months before planned arrival at your holiday let  | Two-thirds of the total holiday cost |
| 48 hours before start of holiday let or later | Full cost of the holiday |

**Environmental Health and Provision of Care**

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, members of your party who are infirm and require specialist healthcare because of specific conditions. Members of your party, 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 in the Centre, your party is responsible for their own First Aid and child safety policies.

**Your Bungalow or Annexe**

You may arrive at your property from 4pm on the start date of your rental period. You must leave by 10am on the last day. If you plan to arrive after 8pm, please inform the Centre Manager.

*Behaviour***-** You and all members of your party agree:

* to heed the safety notices on the back of bedroom doors
* to keep the property clean and tidy;
* to leave the property in a similar condition to how you found it on arrival;
* not to use the property for any illegal or commercial purposes;
* not to sublet the property, or part thereof, nor allow anyone to stay in it whom we have not accepted as a member of your party;
* not to behave in an anti-social manner nor in any way which may affect the enjoyment of others.

*Security Deposit*

This will be returned to the party leader, less any costs for breakage, damage, removal of items, additional cleaning etc.

If you discover anything is missing or damaged on arrival, please inform the Centre Manager immediately.

**Miscellaneous**

*Meals* are available in the Centre by prior arrangement and payment to the Centre Manager.

*Car parking* is at the owner’s risk. The Company cannot be held responsible for accidents sustained at the Centre nor for loss or damage to vehicles or their contents.

*Pets* Only registered assistance dogs for people with specific disabilities are allowed in the property or grounds.

*Alcohol* We ask our guests not to bring onto or consume alcoholic drinks on the premises*.*

*Smoking* The Company operates a no smoking policy, including e-cigarettes*.*

*Negligence* The Company cannot be held responsible for any claims, actions or demands arising out of the negligence of party members whilst staying with us. We are, however, insured against any claim arising out of our own negligence.

*Wi-Fi* Its provision is subject to availability and network conditions. It may not be available 24 hours a day and is provided for pleasure and not for business purposes.

If you require clarification regarding any of the above points, please contact the Centre Manager who will be happy to discuss any concerns before your stay. We hope you have a pleasant stay and gain spiritual enrichment and refreshment during your time with us.

Christian Endeavour Holiday Centres Ltd, c/o BHP, Rutland Park, Sheffield, S10 2PD

Registration No: 2939379 Charity No: 1039170

**Terms and Conditions for Self-catered Property – Summary of Key Points**

* Terms are for either a 4-night or a week’s rental as specified in the brochure and are inclusive of VAT at the current rate.
* The party leader needs to book directly with the relevant Centre Manager and make payments on behalf of their party members. Receipt of a 25% deposit payment by debit or credit card, or a cheque made payable to Christian Endeavour Holiday Centres Ltd, will secure the booking.
* Full payment, including the £200 **security deposit**, is due at least 2 months before the start of your stay.
* We recommend strongly that all party members 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, loss of personal possessions or other misfortunes.
* 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, members of your party who are infirm and require specialist healthcare because of specific conditions.
* You may arrive at your bungalow or annexe from 4pm on the start date of your rental. You must leave by 10am on the last day. Please inform the Centre Manager if you plan to arrive after 8pm.
* The security deposit will be returned to the party leader, less any costs for breakage, damage, removal of items, additional cleaning etc.
* Meals are available in the Centre by prior arrangement and payment to the Centre Manager.
* Car parking is at the owner’s risk. The Company cannot be held responsible for accidents sustained at the Centre nor for loss or damage to vehicles or their contents.
* Only registered assistance dogs for people with specific disabilities are allowed in the property or grounds.
* We ask members of your party not to bring onto or consume alcoholic drinks on the premises*.*
* The Company operates a no smoking policy, including e-cigarettes*.*
* The Company cannot be held responsible for any claims, actions or demands arising out of the negligence of party members whilst staying with us. We are, however, insured against any claim arising out of our negligence.
* The provision of Wi-Fi is subject to availability and network conditions. It may not be available 24 hours a day and is provided for pleasure and not for business purposes.

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