



THE BRIARS TERMS & CONDITIONS

Booking Contract

A booking is subject to acceptance by us and we will confirm such acceptance in writing, usually by email. The booking contract between us will only be formed when we have received the required deposit and completed booking form. The person signing the booking form accepts the Terms and Conditions on behalf of all party members. If you have made multiple bookings with us, the booking contract will only relate to the booking or part of the booking which has been confirmed as successful.

Upon receipt of this confirmation it is the responsibility of the customer to check all details confirmed are correct in terms of the customer's requirements. If the customer considers there is an error, this must be brought to the attention of NDCYS within 14 days of receipt of the confirmation otherwise the contract will be considered to stand as per the terms outlined.

Payment

Payment may be made by bank transfer, cheque or cash (only in person by prior arrangement). Please note we cannot accept payment from individual members of your group, one payment to cover each invoice amount is required. The payment schedule will be as follows:

Payment Schedule	Amount Due
Deposit due within 30 days of the deposit invoice	Deposit
Interim payment due 16 weeks before visit start date	50%
Final Balance due 6 weeks before visit start date	100%

If You Change Your Booking

Changes to numbers: A group booking can decrease in total guest overnights by up to 10% up to 8 weeks before the visit start date without incurring a cancellation fee, unless the total number of residents drop below 25. Thereafter any additional decreases in total numbers will be subject to the cancellation charges below on a per person basis, again unless the total number of residents drop below 25.

If the number of paying guests drops below 25, You will be charged the cancellation fees as appropriate down to 25 and then full price for 25 guests. The only exceptions to a minimum number of 25 are by prior written agreement from NDCYS for a particular booking. If your group is below 35 we reserve the right to invite another group of the same age/type to share your retreat.

If you wish to increase your numbers we will endeavour to accommodate the change but we cannot guarantee it will be possible. All changes to bookings must be done in writing or via email as soon as possible.

Cancellation by you

In the event of a cancellation of the whole booking by you, the following cancellation charges would apply. All cancellations must be communicated in writing.

Period before arrival date when the cancellation is received	Cancellation Charges
16 weeks (113 days) or more	Deposit only
16 - 8 weeks (112- 57 days)	50%
8 – 2 weeks (56 – 15 days)	80%
2 weeks (14 days) or less	100%



If we are forced to change things

We aim to provide your retreat as booked. However if there are not enough people booked on your retreat, or you do not pay the due amounts on time, we reserve the right to cancel. If we cancel your booking for any other reason, you can either have a full refund or accept a replacement booking from us, if we are able to offer one.

Final Details

Any changes to the booking form must be submitted *at least 2 weeks* prior to arrival in order to correctly staff the centre and adjust supplies. These details include any dietary requirements.

Special Requests and Extra Meals

Any special requests must be notified clearly to us in writing. We will do our best to meet any special requests made by you. We cannot guarantee however that the requests will be fulfilled and failure to do so does not constitute a breach of contract. The special requests will only form part of the contract when they have been confirmed by us in writing.

Extra meals must be notified at least two weeks before arrival, please note they otherwise have the same conditions as the special requests. Due to capacity extra meals are not always possible.

Group Leader Requirements

Your individual policy for staff ratios for residential trips must be adhered to; we prefer one adult staff/leader for every ten young people. For mixed secondary school aged groups, we require there to be at least one male and one female staff/leader accompanying the group throughout.

DBS Checks

All staff members of groups with young people must hold a clear, enhanced DBS check through their school, parish or organisation.

Team Support on Day Trips

If The Briars Team is required on a trip, the school is responsible for:

- Entrance fees
- Mileage costs if The Briars vehicle is used

Insurance

Organisers please note that whilst our Public Liability Insurance covers all activities within the centre, it is the responsibility of each group to ensure that they are covered for travel to and from the centre and for any off site activities such as walks and trips to attractions.

Nottingham Diocesan Catholic Youth Service cannot accept liability for any accident, loss or consequential damage or for any loss or damage to personal property during the group's visit.

Damage/vandalism

All costs associated with damage or vandalism will be invoiced to the school/organisation.