

Maes y Lade Booking Form.

Name of school/organisation.....

Dates of course.....	Course organiser.....
Address.....	Contact tel no.....
.....	Mobile.....
.....	Fax.....
Post code.....	Email.....

Number of participants: male female Age group/range.....

Names of staff.....
.....
.....

Approx. arrival time..... Approx. departure time.....

Course aims.....

Learning outcomes.....

Centre staff will contact you prior to your course to clarify these aims & finalise your programme

Non-refundable deposit required with booking form.

Invoice address (if different from above.....

For office use only

Cost of course.....	Course number.....Date returned.....
Additional costs.....	Invoice number.....
Additional costs.....	Notes
Deposit paid.....	
Total	

Programme.

Please select the elements that you would like included in your programme.

	Half Day	Full Day	Notes
Caving			
Rocking Climbing			
Abseiling			
Canoeing			
Mountain Biking			
Gorge Walking			
Teamwork/ Leadership Exercises.			
Mountain Walking			
Expeditioning			

A supplement is charged for the following activities:

	Half Day	Full Day	
Pony Trekking			(Half Day: £19.00) (Full Day: £38.00)
Indoor Rope Centre	1 Activity (£4.50)	2 Activities (£6.50)	3 Activities (£7.50)

(Please note the above prices will be subject to a price increase from 1st April).

Please outline any evening activities/additional requirements you may have: -

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How did you hear of Maes y Lade?.....

<p>Declaration</p> <p>I confirm that I have read the booking conditions and agree to abide by them.</p> <p>Signed..... Date.....</p> <p>Print Name.....</p>

Please return to: - Maes y Lade Outdoors, Tregoyd, Brecon, Powys. LD3 0SS

ESSEX OUTDOOR EDUCATION SERVICE
TERMS AND CONDITIONS

1. Fees and Booking Process

- 1.1 All published prices are exempt from VAT unless otherwise stated.
- 1.2 A booking can only be made by submitting a completed booking form AND a minimum non-refundable deposit of 10 % of the over all booking fee. **OR** By submitting the completed booking form WITH an Essex County Council Full Expenditure Code or a valid purchase order.
- 1.3 The final balance must be settled no later than 8 weeks prior to your course start date or by return of post where receipt of invoice is within 8 weeks.
- 1.4 If a booking is made within this eight-week period prior to the commencement of the course, the whole course fee must be submitted upon booking.

2. Amendments by the Customer

- 2.1 Any proposed alterations should be made in writing and agreed by the centre.
- 2.2 Any changes to the booking confirmation may be subject to any administration charge for any fees incurred.
- 2.3 Accommodation and facilities shall only be used by those participants who are subject to the booking unless two weeks written notice of any changes is given.
- 2.4 Substitution of the original customer for another can be made providing two weeks notice is given by the substituted customer and the course is appropriate for the substituting customer.
- 2.5 All substitutions must be made with the consent of the centre with both the substituted and the substituting customer being jointly and severally liable for the total course fee and any administration cost incurred.
- 2.6 A customer may apply, in writing, to change courses if the new course dates are within the same financial year and the new course has been agreed and documented with the centre management.

3. Cancellation by Customer

- 3.1 All cancellations must be in writing and acknowledged by the centre.
- 3.2 All cancellations and part cancellations are subject to the appropriate cancellation fees detailed below.
- 3.3 The financial cost of cancellation of a course is as follows:
 - 3.3.1. Deposits are non-refundable.
 - 3.3.2. 25% of the total course fee or any costs incurred, which ever is greater, where cancellation takes place more than 8 weeks before the commencement of the course.

- 3.3.3. 40% of the total course fee or any costs incurred, which ever is greater, where cancellation takes place less than 8 weeks but more than 6 weeks before the commencement of the course.
- 3.3.4. 50% of the total course fee or any costs incurred, which ever is greater, where cancellation takes place less than 6 weeks but more than 4 weeks before the commencement date of the course.
- 3.3.5. 75% of the total course fee or any costs incurred, which ever is greater, where cancellation takes place less than 4 but more than 2 weeks before the commencement date of the course.
- 3.3.6. 100% of the total course fee where cancellation takes place between 1 and 14 days before the commencement of the course.
- 3.3.7. 100% of the total course fee where cancellation takes place on or after the commencement date of the course.
- 3.3.8. The date of effective cancellation is calculated on the day of receipt of written advice.

4. Cancellation by The Centre

- 4.1 Whilst every attempt is made to ensure that courses / activities run according to the programme, the centre reserves the right to alter or cancel any activities where it believes on reasonable grounds that cancellation is necessary due to dangerous or unsuitable conditions or if the numbers booked have failed to reach a workable minimum
- 4.2 A centre also reserves the right to alter or cancel a booking if accommodation or other arrangements fail to conform to any applicable safety or statutory requirements.
- 4.3 Any cancellations and changes will be notified to the customer not less than three weeks prior to the commencement of the course if booked numbers fail to reach a workable minimum or as soon as is practical if environmental conditions affect the programme.
- 4.4 In the event of a cancellation, the customer will be offered a suitable alternative if available, or a refund of the full course fee.

5. Health & Safety

- 5.1 Groups should ensure the number of accompanying staff is enough to comply with their Educational Visits guidelines/Codes of Practice.
- 5.2 Groups participating in adventurous and fieldwork activities should contact the centre to discuss appropriate staff ratios for the work being undertaken.
- 5.3 The group leader must be on site at all times during their groups visit.
 - 5.3.1 Group Information and Consent Forms (if applicable to the course and not part of the booking form) should be completed in full and returned to the centre not less than one week before the course start date.
 - 5.3.2 Certain activities will have restrictions on who can participate (e.g. minimum height requirements) that will be discussed at the time of booking.

- 5.6 The centre is covered under the Essex County Council Public Liability insurance policy but it is recommended that course leaders take out insurance to cover the possibility of cancellation, personal accident and loss.
- 6. Customers Responsibility**
- 6.1 Party leader(s) are responsible for fully advising the centre in writing of any illness, disability, social or behavioural problems that its party members currently have that may affect them during their stay.
- 6.2 Where a group leader has concerns over a young person's medical conditions and their ability to participate in activities, they should contact the centre for advice.
- 6.3 Instructors will be responsible for the safety of any participants whilst on activities. The responsibility for the safety of the participants whilst not on activities is the responsibility of the group leader and any other accompanying staff.
- 6.4 The centre reserves the right to request written confirmation from a GP/teacher confirming the suitability of the course for the young person with reference to considerations such as social compatibility, physical access, successful participation and health and safety. Any information will be treated sensitively and with respect to confidentiality.
- 6.5 If we cannot provide a service for the reasons outlined above we will refund the deposit paid.
- 6.6 We reserve the right to exclude any person before or after commencement of the course should important personal details have not been fully declared, or his/her behaviour is deemed inappropriate and/or incompatible with the enjoyment and well being of others. Behaviour deemed inappropriate includes:
- a) *Damage to the property.*
 - b) *Under age buying and consumption of alcoholic drinks.*
 - c) *Suspected involvement with illegal drugs.*
 - d) *Leaving the site unless accompanied by a responsible adult*
 - e) *Smoking outside of designated areas and smoking by under 18's.*
 - f) *Entering accommodation used by the opposite gender.*
 - g) *Theft or illegal activities*
 - h) *Threatening behaviour, bullying, offensive or insulting language to other guests, staff or persons resident in the centre.*
- 6.7 Collection of any person whose behaviour was deemed inappropriate would be the responsibility of and at the expense of the customer to whom cost for damage and other expenses incurred would also be charged.
- 6.8 Personal property including baggage is the responsibility of the customer at all times. Essex County Council is not liable for the loss of personal property
- 7. Our Responsibilities**
- 7.1 The centre accepts responsibility for the arrangements that are under their direct control and for the acts and/or omissions of the employees. Save as set out below no liability is accepted for personal illness, injury or death.

- 7.2 We do accept responsibility for any personal illness, injury or death which results from the negligent acts or omissions of any servant or agent working on our behalf in the provision of services or facilities to you and whilst acting within the scope of their employment.
- 7.3 ECC cannot be held responsible for the loss of enjoyment or additional expenses due to circumstances outside of our control.
- 7.4 ECC can only be held liable for special requests where we have confirmed their availability in writing.
- 8. Data Protection**
- 8.1 All personal information collected is used for providing high standards for your stay and will be treated confidentially.
- 9. Photography**
- 9.1 Photographs and video recordings are sometimes taken and used for evaluations and promotional material. If any members of your group do not want wish to be photographed or videoed, they should notify the centre prior to their visit.
- 10. COMPLAINTS PROCEDURE**
- 10.1. If there is any problem with your course, we want to be the first to hear about it. It is essential that you contact your centre manager as soon as possible so that we can try to rectify the situation on the spot. In the unlikely event that the matter remains unresolved, please write to us immediately on your return and we will do our utmost to find a satisfactory solution. Notice in writing of any claim or dispute must be received within 28 days of the date on which the course ended.