

## TERMS AND CONDITIONS

1. Bookings can only be made up to 18 months in advance.
2. Provisional bookings will only be held for two weeks from the date of booking pending receipt of a deposit.
3. The customer will pay the amounts due on or before the due dates stated.
4. The deposit invoice will be paid by the due date, usually within 7 days, or the provisional booking will be cancelled.
5. The balance invoice will be paid by the due date, usually 30 days before the date of arrival.
6. Bookings with less than 30 days to date of arrival will be paid in full within 7 days of receipt of the invoice.
7. Bookings with less than 7 days to date of arrival will be accompanied with an immediate full payment.
8. Cheques will be made payable to: THE BARN OUTDOOR PURSUITS ASSOCIATION and the booking reference must be written on the back.
9. Cash payments will not be accepted.
10. BACS payments will quote the booking reference number as the payment reference.
11. The customer will contact the warden at least 24 hours prior to arrival with their estimated time of arrival.
12. The customer will not enter the property before 5.00pm (local time) on the day of arrival, unless agreed with the warden and will vacate the property before 12.00pm on the day of departure.
13. The customer will not arrive later than 9.30pm (local time) on the day of arrival, unless agreed with the warden.
14. The customer agrees to be a considerate tenant, to take good care of the property and to leave it in the same condition as found.
15. All damage will be reported to the warden before departure to ensure that replacement/repairs can be carried out for subsequent groups.
16. All damage will be paid for.
17. The customer will maintain a high standard of cleaning before their departure.
18. All rubbish will be placed in the Council bags in the refuge cage at the bottom of the drive.
19. Cleaning equipment and materials are provided and the customer will allow 1-2 hours for a final clean up with particular attention being paid to the kitchen, toilets and washing facilities.
20. The customer will accompany the warden in an inspection of the property prior to departure.
21. Under no circumstances will food or drink be left.
22. The deposit and any balance paid against the let is not refundable in the event of a cancellation by the customer. It is recommended that insurance be taken out to cover this aspect.
23. If a booking is cancelled before a deposit payment is made then a cancellation fee of £10 will be paid.
24. A full refund may be paid at the discretion of the trustees if we are able to re-let. Any funds paid to the Association will be held until full payment has been received from the re-let.
25. The Association shall not be liable for any loss, damage or inconvenience caused to or suffered by the customer, if the property should become unavailable for let for any reason before the start or during the rental period. In such an event the Association shall, within fourteen days of notification to the client, refund to the customer all sums previously paid in respect of the rental period.
26. Under no circumstances shall the Association liability to the customer exceed the amount paid by the customer for the rental period.

27. The Association shall not be liable to the customer for any temporary defect or stoppage of services to the property, nor in respect of any equipment, machinery or appliances in the property. Nor for any loss, damage, or injury, which is the result of any adverse weather conditions or other matters beyond the control of the Association.
28. The Association may in exceptional circumstances be required to cancel the booking in which case a full refund of all monies paid will be made to the customer.
29. The Association shall have no liability for personal injury or death. No liability is accepted by the Association in respect of damage to or loss of personal property of the customer. The customer is responsible for insuring personal contents and effects kept at the property.
30. The Association is entitled to refuse to hand over the property to the customer or repossess the property if the Association reasonably believes damage has been caused or is likely to be caused to the property by the customer. These circumstances will be treated as a cancellation by the customer, no refund of monies paid will be made and the Association accepts no liability towards further costs incurred by the customer.
31. The Association recommends that cover for third party claims and leaders' negligence is taken (ie legal and public liability).
32. Organisers may wish to see that their members are insured against personal accident and loss of property.
33. The Association recommends that you take out comprehensive travel insurance (including cancellation cover), baggage, personal belongings and public liability etc., as these things are not covered by the Associations insurance.
34. Youth groups will be accompanied by at least one adult leader over the age of 25 years who will accept full responsibility for compliance with these terms and conditions and be responsible for payment of any damages.
35. A mixed youth group will have both female and male leaders.
36. The adult leader in charge will ensure that no annoyance or inconvenience is caused either within the boundary of the grounds or the village.
37. No smoking or alcoholic drinks allowed on the premises. Smoking related fires invalidate the insurance, and the customer would assume responsibility for any damage.
38. Climbing boots will not be worn in the centre.
39. Food will not be consumed in the bedrooms.
40. No dogs allowed, except guide dogs for the blind or hearing dogs for the deaf.
41. The customer will not remove any of the contents from the property or make any addition or alteration to the property.
42. The warden may enter the property for the purposes of inspection at any time.
43. Any visitors will report to the warden or have been granted permission prior to entering the centre and will only be allowed when the customer has a full centre booking. If the customer plans to have visitors, including activity providers, the customer will ensure that the warden is contacted for permission before allowing them on to the premises.