

The Christian Adventure Centre, Viney Hill

Terms and Conditions

1. Provisional Bookings

A provisional booking will be reserved on our system for 14 days pending receipt of your non-refundable deposit. If we do not hear from you then we will assume your provisional booking is no longer required and the dates will be released for others to book. For provisional bookings that are still over a year away the deposit is due once the booking is within a year of your requested dates.

2. Confirmed Bookings

Your booking is only confirmed once we have received your deposit payment and sent a confirmation email. By paying your deposit you are entering into a contract with us and this is deemed to be an acceptance of our quotation and booking terms and conditions as stated here.

3. Payment dates

Your final balance is to be paid no later than 1 month before your visit. If your payment is not received we reserve the right to cancel your booking, cancellation charges still apply.

4. Final numbers deadline

Final numbers must be confirmed no later than 2 months before your visit date. If we do not receive any updates from you we will assume the final numbers are the same as originally booked and this is what you will be charged for. Cancellation charges will apply for any reduction in numbers after this deadline.

5. Changes to your booking

Deposits are non-refundable but we are flexible about changes to your booking and numbers in your group up to 2 months before your visit. Up to this point your deposit payment will be allocated against the cost of the whole booking but after this date cancellation charges will apply as follows:-

Reduction in numbers or cancelled activity sessions within 1-2 months of your visit: you will be liable for 50% of the 'per head' cost

Reduction in numbers or cancelled activity sessions less than 1 month before your visit: you will be liable for 100% of the 'per head' cost

We recommend that cancellation insurance is taken out if you have any concerns.

6. Whole booking cancellation

Whole bookings can only be cancelled by email or in writing, the cancellation date is the date we receive it in writing.

Cancellation charges will apply as follows: -

Within 12 months of arrival – deposit is non-refundable

Within 2 months of arrival – you are liable for 50% of booking value

Within 1 month of arrival – you are liable for 100% of booking value

We recommend that insurance is taken out to cover the cost of a cancelled booking

7. Cancellation by the Centre

If we have to cancel your booking due to exceptional circumstances you will be offered either a full refund of the booking value or a postponement option if you prefer. Our liability does not extend beyond this.

8. Catering

Groups are assumed to be self-catering unless otherwise arranged when booking with us. Groups that require catering must submit a catering form and dietary requirements with their final numbers no later than 1 month before their visit date.

9. Activities & Package Deals

Package Deals: If you have chosen a package deal this will include a varied activity programme that is automatically organised by us. The package deal is not designed to cater for specific requests around choice of activities. Prices are kept to a minimum as they are based around existing staff availability and mainly onsite activities.

Bespoke Bookings: If you have chosen a bespoke booking we require your choice of activities and preferred days/times within 14 days of your booking to enable our small staff team to fully resource your requirements.

Occasionally activities need to be changed due to bad weather or exceptional circumstances. If for any reason we cannot offer one or more of the activities you requested we will contact you to discuss and agree alternatives or offer a refund.

10. Activities Health & Safety

There is a strict ratio of 10 participants per instructor, plus one adult leader provided by your group who is responsible for supervising the behaviour and individual needs of the participants. Stringent safety regulations and guidelines from the relevant national governing bodies regulate the activities we offer, our risk assessments can be downloaded from our website.

11. Medical Disclosures

Everyone participating in an activity must complete and submit a medical form. The group leader must submit a summary sheet highlighting all relevant disclosures to assist the instructors accessing information easily.

12. Surcharges

As we are primarily an Outdoor Activity Centre and employ onsite instructors, a surcharge will be applied if you do **not** book any activities.

The minimum requirements are as follows:-

1 night stay: Minimum 1 activity session per person

2 night stay: Minimum 2 activity sessions per person

3 or 4 night stay: Minimum 3 activity sessions per person

The surcharge for 1 activity will be £5 per person

13. Arrival & Departure times

Day Visits: Arrive 9 – 10am | Depart 4.30pm

Residential weekdays: Arrive 10am | Vacate rooms by 9.30am

Residential weekends: Arrive from 4pm Fri | Depart by 12pm

No arrivals or departures after 8pm.

Please consult us about special arrangements if required

14. Minimum Charges

To make it financially viable for smaller groups to visit the Centre we have a system of minimum charges at our discretion:

Accommodation at The Old Vicarage: 15 paying guests per night

Accommodation on Cross Meadow: 15 paying guests per night

Accommodation on the Orchard Wild Camp: no minimum

If you wish to hire both the Old Vicarage and the Cross-Meadow Camping Centre together during the camping season (April to October), we have a minimum charge for 55 paying guests per night, of which at least 20 will be at Old Vicarage prices.

Outside the camping season (November to March), once the tents have come down for the winter, you may book the Cross Meadow building and field in addition to your accommodation at the Old Vicarage.

15. Equipment

Please report and be prepared to pay for any equipment lost, broken, stolen or damaged, substitutes cannot be accepted.

16. Accidents

All accidents must be reported to the Duty Manager at the time and be logged in the accident book.

17. Car Parking

Cars are NOT ALLOWED on the campsite. Please park in the car park. Cars and contents are parked at owners' risk. The parking area is limited; please share transport wherever possible.

18. Noise

Please respect our neighbours and avoid all unnecessary noise. Activities should be peaceful by 9.30pm and we have a no noise policy from 10pm - 8am. A fee of £60 will be payable if we receive a complaint from a neighbour or have to call out a member of staff.

19. Campfires

A campfire is permitted within the guidelines which are clearly displayed in the Centre or advised by our instructors.

20. Toilets

Paper towels, sanitary towels, nappies etc, are NOT to be flushed down the toilets; please use the appropriate bins provided. Paper hand towels and toilet rolls will be provided.

21. Rubbish and Recycling

All groups are expected to comply with the Centre's recycling policy, which will be explained on arrival. Any rubbish which cannot be recycled should be bagged up and placed in the red bin provided. Please use the bins and keep the site free of litter.

22. Cleaning/Clearing up

It is your responsibility to leave the site clean and tidy and ready for the next group. Please refer to the cleaning checklist on site. We provide general cleaning materials. There is a dishwasher, washing machine and tumble drier in the Old Vicarage only for which you will need to provide your own tablets/powder.

23. Group Leaders

Each group must appoint a group leader who will be responsible for behaviour during activities, for liaising with Centre staff as necessary and for ensuring compliance with these Terms and Conditions.

24. Telephone

There is an emergency telephone located outside the office, but group leaders should have a mobile with them for any other calls. Mobile phones are not to be used during activity sessions. Please ensure that your group leader brings a mobile telephone so that people at home can get in touch during your stay in case of emergencies outside normal office hours. During these hours staff cover is provided on an on-call basis. The Duty Managers' out-of-hours numbers are located by the First Aid kits in both The Old Vicarage and Cross Meadow

25. Fire

In the event of fire make sure the building or tent involved is EVACUATED. Raise the alarm and dial 999. Leaders should do a roll call. Contact the Duty Manager as soon as possible to give details - the on-call telephone number is posted in the office window. All groups are advised to do a fire drill.

26. First Aid

You must have a designated First Aider on your staff team. All of our instructors are trained in First Aid and will be responsible when leading an activity session.

27. Child Protection

You must comply with the Centre's Safeguarding Policy, a copy of which can be found on our website.

28. Insurance

We have Public Liability Insurance cover up to £5 million. Personal accident, theft, loss or damage to personal property is not included. Groups are advised to take out their own public liability, personal injury and cancellation insurance.

29. Smoking

Smoking is not permitted on any activity. Smoking is not allowed in Centre buildings and is strongly discouraged on Centre premises and grounds.

30. Drugs and Alcohol

The possession or use of any banned substances will not be tolerated. Under-age drinking or possession of alcohol is not permitted. Centre staff have the right to ask those responsible to leave the site immediately should this situation arise.

31. Disruptive Behaviour

Centre staff have the right to ask those whose behaviour is not acceptable to leave the site immediately.

32. Day Visitors

Day visitors are welcome by arrangement and will be charged at the rate specified in our price list.

33. Dogs

The Centre and the grounds are pet-free zones, and no animals are allowed on site except for working service dogs.

34. Internet Use

We are unable to guarantee internet access but we do have limited access in specific places on the site. The best mobile coverage here is with EE, others are patchy. We reserve the right to withdraw internet access in the event of inappropriate use.

