



# Dinedor Outdoor Centre

## BOOKING TERMS AND CONDITIONS - 2017

*Please ensure that you familiarise yourself with the terms and conditions below and adhere to these before, during and after your stay. For ease of reference they are arranged alphabetically.*

- About us;** Dinedor Outdoor Centre is a small voluntary organisation, managed by the trustees of Herefordshire Outdoor Trust a local charity.
- Alcohol:** As a provision for children and young people we recommend that user groups do not bring alcohol onto the site.
- Arrivals;** A week or so prior to your stay you will be sent an email confirming the door codes and further instructions that you will need for your stay.
- BBQ's;** Disposable BBQ's will damage our grass and tables, please use them on the raised bricks provided.
- Bookings;** Please email us in the first instance to check we have the dates you require available. Your booking will not be confirmed until we have received a completed booking form and deposit.
- Cancellation Fees;** All deposits are non refundable, if eight weeks or less notice of cancellation is given then the full hire charge is payable unless the Centre can be re-let.
- Cleaning;** All Centre buildings are to be left in the same clean and tidy condition they are found in. Any concerns about cleanliness and or damage must be reported immediately. Cleaning materials and equipment are provided, with the exception of washing up liquid which you will need to provide. Cleaning charges starting from £40.00 are payable if Centre buildings are found in an unclean state after departure.
- CRB;** The Centre is a resource primarily for use by children and young people and has the capacity for being accessed by more than one group at any one time. All leaders/adults attending with youth groups that hire/use the Centre should hold a current CRB with the organisation that they are representing. It is the responsibility of all youth groups hiring/using the Centre to ensure that all leaders/adults are, where appropriate, CRB checked within their organisation.
- Damages;** Any of the property of the Centre or its equipment that is damaged, lost or broken during the hirers/users stay will be charged for. These must be logged using the sheets in the folder found in the cottage or camp kitchen and posted in the Centre post box (found on the external entrance to Centre).
- Dogs;** Dogs are only permitted at the Centre with prior agreement at time booking.
- Energy Saving;** Please try to minimise your carbon footprint during your stay by switching lights off as you leave a room and by keeping doors closed to conserve heat.
- Ethos;** Our ethos is about providing a safe and creative outdoor learning environment for children and young people using natural resources where possible; whilst trying to minimise our carbon footprint.
- Fires;** **No open fires** to be built other than in the designated campfire circle area. The Centre does not provide fire wood, you are encouraged to supply your own.
- Footwear;** All Footwear must be removed upon entering the Tipi, Yurt, Classroom, Dormitories and all areas of the cottage except the kitchen.

<b><u>Heating;</u></b>	We have electric wall heaters in the dormitory as well as the cottage kitchen and bedroom, these are subject to a winter heating charge. The cottage also has a wood burner in the living room for use, but please note we do not supply logs. The wood burner in the Yurt is not suitable for use by groups with children or young people.
<b><u>Noise;</u></b>	The centre quiet time is 22:30 – 07:00 Sunday to Thursday and 23.00hrs to 07.00hrs Friday and Saturday. Please respect the local neighbours as sound travels longer distances at night.
<b><u>Payments;</u></b>	Following departure from the site a Final Invoice will be issued which must be paid within 14 days of receipt, you are responsible for keeping us notified of any changes to your groups numbers.
<b><u>Personal belongings;</u></b>	This is the responsibility of the hirer/user at all times.
<b><u>Resources;</u></b>	The Centre is continually evolving and changing, and as such so does the resources and activities available for groups to use during their stay. If you have used the Centre before and are planning your activities for your next stay at the Centre please clarify with us in advance what will be available for you to use to avoid disappointment.
<b><u>Responsibility;</u></b>	The Centre, nor the Trustees of Herefordshire Outdoor Trust, will not be liable for any accident, damage, loss, expense or inconvenience whether to person or property which the hirer/users may suffer arising out of or in connection with using the facilities and resources at the Centre. It is recommended that hirers/users take out their own insurance to cover all eventualities.
<b><u>Rubbish;</u></b>	<b><u>It is the responsibility of all hirers /users to remove all their rubbish on departure from the Centre. Please consider bringing receptacles that will allow recycling to be carried out.</u></b> Recycling facilities are available at the Tesco Express on Holme Lacy Road, at Rotherwas Recycling Centre and at most of the main supermarkets in Hereford. As with cleaning; Hirers/users will be charged by the Centre for any rubbish it has to remove after departure. Charges start from £30.
<b><u>Security;</u></b>	The security of the Centre is the hirer / users responsibility during the hire period. All windows, doors and gates should be locked when the group is 'off site' and at the end of your stay.
<b><u>Smoking;</u></b>	The <b>whole of the Centre</b> is designated a <b>NO SMOKING AREA</b> . Hirers/users failing to comply with this condition will have their hire/use immediately terminated and no refunds given.
<b><u>Terminology;</u></b>	'Dinedor Outdoor Centre' is the site which includes camping facilities and various buildings and will be referred to in this document as the 'Centre'.
<b><u>Toilet rolls;</u></b>	We do not provide toilet rolls so please remember to bring your own.
<b><u>Vehicle Access;</u></b>	Please respect the neighbours surrounding the Centre and along the narrow access road. Please be aware that large PSV vehicles will be unable to reverse once on this narrow access road and thus it is recommended that minibus/es are used as transport. Please note parking at the Centre is very limited so car sharing must be a consideration. The Centre will not accept any responsibility for loss, theft or damage to any vehicles parked on the access road or on the limited car parking facility within the site. <b>There is no parking past the centre</b>
<b><u>Zzzz;</u></b>	We cannot guarantee that with a group of children or young people that you will get a 'good nights' sleep! But we do hope that you and your group have an enjoyable stay!