

Noah's Ark Children's Venture

General Terms and Conditions



By agreeing to the terms and conditions during the booking process you are agreeing to everything included in this document.

Booking Accommodation

Reservations must be confirmed with a completed accommodation booking form within 7 days of making a provisional reservation. You will be invoiced for the 25% deposit, which must be paid within 30 days, upon receipt of your completed booking form. If you fail to confirm your booking on time the dates may be made available to others without further notice.

We are moving to a new 'per house' pricing structure and we will integrate this from the old 'per person' structure with each booking and organisation. We will do this in collaboration with your group to make sure no group will endure an unrealistic rise in cost. However, in many instances this change will be to your benefit. We are doing this because with 80% of bookings there are changes in numbers of people staying just days before or even on arrival, which is not administratively with our small team, sustainable.

Payment

Payment of the final balance due must be made before the date of your visit. We reserve the right to cancel your visit if the final balance is not received when due, in which case your deposit will be forfeit. Written notice of any variation in numbers must be given before your final payment becomes due, failing which the full balance invoiced will be payable. If you come with any additional guests a supplemental invoice will be issued after your visit, for payment within 14 days. This process will dovetail us moving to a 'per house' pricing structure.

Arrivals and Departures

Please note, that we must keep within strict guidelines of arrival and departure times, to allow our housekeeping staff enough time prepare and clean for the next arrival. These times are **arrivals on Monday's can be no earlier than 4pm** with your **Friday departure being no later than 10am**. For weekend stays, arrivals can **be no earlier than 4pm on a Friday** and departure on the Sunday **no later than 3pm**.

A member of staff will brief the group on arrival and debrief you on departure.

Cleaning/Clearing up

It is your responsibility to leave the site as clean and tidy as possible, ready for the next group. Thus, allowing our housekeepers good time to turn each house round, to a condition of cleanliness that would like to arrive to find. Please, strip all beds (leaving the protective sheet on the beds) of sheets, duvet covers and pillow cases and leave by the table tennis table (Bazley) and the laundry room (Castree).

Telephone

Please note, the reception at Macaroni Wood, is limited. Wi-Fi is available in each house (codes given on arrival) so calls are best received through Wi-Fi services, such as What's app or FaceTime. If ever there was an emergency, we suggest you use 999 and alert us thereafter. If you do need a landline, please ask and we can provide the office phone for your use. The number is 01367 850356.

Fire

In the event of fire make sure the building is EVACUATED. Raise the alarm and dial 999. Leaders should do a roll call. Contact the Centre Manager as soon as possible to give details. Then gather on the lawn in front of Bazley House.

First Aid

You must have a designated first aider on your staff team.

Covid-19

Terms of visiting Macaroni Wood

- If you are not in self-isolation and not required to self-isolate.
- If you are not displaying COVID-19 symptoms.

Please inform the Centre Manager as soon as anyone from your group either shows symptoms of Covid-19 or tests positive with Covid-19.

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.

Drugs and Alcohol

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

Internet Use

Whilst we provide Wi-Fi internet access, by using this service you agree to indemnify the Centre against any claims by third parties arising from your access to and/or use of this service. You agree that the Centre has no responsibility whatsoever for any content or services offered on the internet. We reserve the right to withdraw internet access in the event of inappropriate use.

Camp Fires

A camp fire is permitted just liaise with the Centre Manager.

Catering

Groups are deemed to be self-catering.

Minimum Charges

To make it financially viable for smaller groups to visit the Centre we have a minimum charge for 14 people per night per group for accommodation in the [Bazley House](#) and 10 in [Castree House](#).

If you hire both the Bazley House and Castree House, the minimum number is for 25 people.

Again, this minimum charge will dovetail into our 'per house' pricing structure.

Cancellation of Accommodation by Client

All cancellations must be made in writing or email. If the client requests cancellation of the booking, no refund will be given unless the circumstance is deemed exceptional, this is at the discretion of Noah's Ark Children's Venture.

The deposit is non-refundable. If less than 3 months' notice of cancellation is given, then the full accommodation fee will be charged.

Cancellation by the Noah's Ark Children's Venture

Whilst every effort will be made to ensure your visit takes place, we reserve the right to cancel at any time. In this event, as much notice as possible will be given and you will be offered either a full refund of fees or a mutually agreed alternative booking date. We regret that our liability does not extend beyond this.

Group Leaders

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

Child Protection

You must comply with the Centre's Safeguarding Policy, a copy of which can be found [here](#).

DBS Checks

All our staff and volunteers have completed a Disclosure and Barring Service (DBS) check.

Accidents

All accidents must be reported to the Centre Manager at the time and be entered into the accident book.

Smoking

Smoking is not permitted in any of the site buildings and is discouraged on Centre grounds.

Disruptive Behaviour

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

Equipment

You must report, and may be required to pay for, any equipment lost, broken, stolen or damaged.

Noise

Please respect your neighbours and avoid all unnecessary noise. Activities should be peaceful by 9.30pm, with quiet on-site from 10pm – 8am.

Toilets

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

Rubbish and Recycling

All groups are expected to comply with the Centre's recycling policy, which will be explained on arrival. Please use the bins and keep the site free of litter.