

## Terms and Conditions of Acceptance of a Booking

### Booking and Payments

1. A booking will be considered firm upon receipt of a non-refundable deposit of 20% of the total course cost.
2. The balance of payment will be due 6 weeks prior to the start of the course. An invoice will be sent to you 8 weeks before arrival.
3. For groups of young people in full time education or those with special needs, there will be one free teacher/leader/helper place for every 11 paying places booked.
4. You will be invoiced for the number of people on the Booking Form. After that we cannot refund fees except in extenuating circumstances such as medical problems at our discretion.

### Cancellations

1. A booking or change in numbers can only be cancelled/amended by letter, email or facsimile.
2. A refund of 80% of the total course cost will be given if 2 months notice is given. The refund will be 40% if 1 months notice is given. Any shorter notice of cancellation is not eligible for any refund.
3. We aim to be as flexible and understanding as possible, however, we do recommend that you consider taking out Cancellation Insurance as well as Personal Accident Insurance.
4. **Adverse weather cancellation.** We strongly advise visitors to take out full holiday/travel insurance to cover cancellations due to being unable to travel to Low Mill. However, in the event that we need to cancel your residential, due to us not being open, we shall inform you as soon as possible and refund all money paid to us.

### Other

1. A "Group Details" form must be completed and returned to Low Mill at least 4 weeks before arrival.
2. A "Photograph Permission Form", if relevant, may be signed and returned to Low Mill before arrival.
3. Group leaders must act as "loco parentis" for members of their group who are under 18 and with regard to all members of their group must accept the responsibilities listed on the separate sheet titled "Duty List for Visiting Leaders".
4. Groups must include staff of the appropriate numbers and competence, commensurate with the circumstances of the group, to be able to fulfil these responsibilities.
5. Whilst Low Mill will take all steps reasonable to ensure safety, Low Mill accepts no liability in respect of loss or damage to property or injury to persons.
6. No pets are permitted other than guide dogs for the blind and deaf.
7. Low Mill reserves the right to terminate any booking by visitors failing to meet these terms and conditions.
8. Low Mill reserves the right to ask a group or group members of a group to leave the Centre if their behaviour shows a lack of respect for any other group in residence, any member of Low Mill staff, any visiting staff, or for Low Mill buildings and property.
9. In the interests of protecting members of your group from cross contamination, we advise that anyone who has recently suffered from a contagious illness should be free from symptoms for 48 hours before coming to Low Mill Outdoor Centre. If these symptoms are developed whilst at Low Mill, to prevent the spread of infection, they may need to be taken home or collected.
10. Lost property will be kept for four weeks before being disposed of. If you require property to be returned a charge will be made for the cost of postage and packaging.

Payment of deposit will be regarded as evidence of acceptance of these conditions.