

## BOOKING ARRANGEMENTS AND CONDITIONS

The basis of our terms is a 'per person per week or night' - inclusive of VAT at the current rate. We reserve the right to alter our published terms if deemed necessary including changes in taxation. Half Board includes evening meal, bed and breakfast from evening meal on day of arrival to breakfast on day of departure. No allowance is made for meals not taken. Some Centres may provide a lunch in the Centre at an extra charge. Lunches can be arranged and paid for by arrangement with the Centre Manager. Charges for excursions are normally extra to the above prices. Some facilities may incur extra local charges.

### EXTRA FACILITIES

**Single rooms** - a limited number of single rooms are available in centres. Single rooms do not carry additional charges, but where a double/twin or other room is used for single occupancy there will be an extra charge of £5 per night agreed at time of booking.

**En suite** - Rooms with extra facilities will attract an additional charge - see brochure for details.

**Entrance fees to tourist attractions/exhibitions** on an excursion will normally be additional costs - however, these fees are generally arranged at 'Party Rates'.

### DEPOSITS

#### Centre and Coach Holidays

Send a completed Booking Form to the Centre of choice, or arrange by phone, and send a £60 deposit - children £25 - per week or part of a week for each person.

#### Groups

Send a completed Booking Form to the Centre of choice, or arrange by phone, and send a deposit equivalent to 10% of the total cost or £150 whichever is the larger - as agreed with the Centre Manager. A payment equivalent to 30% of the total cost should be made 6 weeks before the event.

### BALANCE OF PAYMENT

#### Holidays

Full payment is normally due on arrival at the Centre, but there are some special weeks / occasions e.g. Christmas & New Year, when full payment may be required in advance of your visit - see brochure or contact the Centre Manager for details

### Coach Holidays

The balance of the holiday cost is due six weeks before the holiday departure date. Holidays booked within the balance due period are liable for the full cost at the time of booking.

### Groups

The balance is due for payment on arrival at the time of the event.

### METHODS OF - DEPOSITS AND PAYMENTS

If payment is being made by credit card, complete the appropriate box on the booking form. If reserving by phone and paying by Credit Card, please advise the Centre Manager of the relevant details. Deposits are non-refundable but see below. Cheques made payable to 'Christian Endeavour Holiday Centres Ltd'. Bookings are not transferable without prior agreement with the Company.

### CANCELLATION INSURANCE

When you are booking a holiday you are entering into a legally binding agreement and we feel it is important that you are covered by adequate travel insurance and in particular cancellation cover. Cancellation cover is effective from the time your insurance is issued which is important to cover any deposits or subsequent payments that you have made. When you receive your holiday booking confirmation, we will enclose a leaflet for a suitable travel insurance which provides cover for a cancelled holiday subject to the terms and conditions of the policy. It is always important that you read the terms and conditions of an insurance policy to ensure it is suitable for your needs.

### CANCELLATION CHARGES

Should you or any other member of your party or group be forced to cancel your booking or in the case of a group the whole event, you must notify us in writing. The instruction must be signed by you as the person who signed the booking form or a person authorised to act on your behalf. A cancellation charge calculated on the scale set out below becomes payable by the signatory of the cancellation notice. Cancellations incur a cancellation charge [as a percentage of the total holiday cost]

**Cancellation charges are normally refundable from our insurance scheme, subject to the reason for cancelling being under the terms of the cover.**

- 56 days or more before planned arrival at Centre **Deposit only**
- 55 to 28 days before planned arrival at Centre **30%**
- 27 to 14 days before planned arrival at Centre **50%**
- 13 to 7 days before planned arrival at Centre **65%**
- 6 to 1 days before planned arrival at Centre **80%**
- Day of planned arrival at Centre or later **100%**

If in exceptional circumstances we are unable to offer the accommodation booked, a full refund will be given unless alternative accommodation is agreed.

### MISCELLANEOUS

Special diets will be catered for whenever possible. Centre Managers MUST however be informed either when booking or at least two weeks prior to your visit. Where car parking is provided, car parking is entirely at the owner's risk. Alcoholic drinks are not allowed on any of our premises. Pets are not allowed on our premises, other than guide dogs or registered assistance dogs. No pets to be left in cars on Company Car parks.

### ENVIRONMENTAL HEALTH AND CARE PROVISION

The Company is required to inform, and emphasise, that its employees are not trained, qualified nor insured to nurse, nor to act as carers, for guests who are infirm and necessitate specialist healthcare because of specific conditions. Guests who require medical or physical assistance or are unable to vacate the premises by themselves in an emergency must be accompanied by a responsible friend or relative at all times. Regrettably, where circumstances dictate, the Company reserves the right to insist that such persons return home. If in any doubt, please check with the Centre Manager prior to your visit.