

# The St Madoc Centre – Self Contained Unit

## Booking Conditions 2020

---

Bookings can be made by phone or online, bookings are accepted subject to availability.

Deposit payable is £150 for a Mid-week booking (3 nights) and £100 for weekend booking (2 nights). Deposit payment must be made once you receive payment details via email and your booking should not be considered finalised until we receive your payment and your confirmation is sent. **If we are unable to open due to government restrictions all our guests for July/August bookings will be notified and given the option for a full refund of your deposit or a postponement of your booking.** Full payment is required 72hours before your arrival, failure to pay could result in loss of booking and your deposit.

We reserve the right to refuse or accept bookings and to cancel bookings at any time for any reason. No reductions/refunds will be made in respect of individuals leaving early. Any breakages or damage will be charged at cost plus repair and will be invoiced accordingly.

### Upon Arrival

A Welcome pack will be sent out once full payment is received. Check in is **from 16:00 hours** on the day of arrival and check out is no later than 11:00 on day of departure. (Parking after check out may be available free of charge, please enquire when booking)

As we are a bunkhouse accommodation we do not provide better. Please bring either a sleeping bag, bed sheet and pillow with case or full bedding set. We provide one toilet roll in each bathroom, after this you will need to provide your own toilet roll.

If you are having a food shop delivered please try to book this for after your arrival. We will not be able to accept food shopping for guests due to current restrictions.

### Covid-19

The safety of our guests and staff is the forefront of our minds so we will be implementing new protocols as many businesses who have remained open during the pandemic, to include social distancing, appropriate PPE for staff, enhanced cleaning of general areas and the installation of hand sanitiser in multiple areas. All indoor areas will be cleaned thoroughly between guests. We will provide hand sanitizing stations and antibacterial soap in all washing areas, but guests must provide themselves with additional hand sanitizing gel and PPE as required.

A 24hr period will be in between guests to allow a thorough clean before the arrival of the next guests. This will include additional cleaning as outlined in government guidelines.

### **Cancellation:**

All being well we will re-open on 13th July- if further government restrictions mean we cannot open, we will happily move or refund our guests free of charge.

If you need to cancel your booking for any other reason, the following will be processed:

48hrs after booking is made = Full refund

After 48hrs has passed, and 72hrs before scheduled arrival your deposit will not be refunded

No refund will be given within 72hrs of scheduled arrival.

Users should ensure that they have appropriate insurance cover for the duration of their visit.

### **General Rules:**

Abusive behaviour towards staff or guests will not be tolerated and may result in your stay being terminated early without a refund.

Any accidents to individuals or camp property must be reported to the Centre Manager/Office and appropriate action taken as directed by the Centre Manager.

Out of respect for other guests and local residents, please keep noise to an absolute minimum between **23:00hrs and 8:00hrs.**

In accordance with the law, smoking is not permitted in any buildings. Smoking outside is permitted but please dispose of cigarettes and other materials responsibly.

Recreational drugs are not allowed on site.

In line with our Christian ethos, witchcraft and occultism are not permitted at the site.

Blue Camp - we can accept well behaved dogs on the condition that dogs are not left unattended in any of the rooms. Dogs must always be closely supervised within the site grounds and any dog mess must be picked up immediately and disposed of in the correct bin. For the comfort of our future guests and their dogs, we ask that you ensure your dogs are free from fleas and up to date with their worming treatments. We accept a maximum of 2 dogs priced at £10 per night per dog. There is no charge for guide dogs.

Ball games likely to cause damage are not permitted inside the buildings.

The St Madoc Centre reserves the right to ban any guests who persistently ignore the rules or act in a manner likely to affect the safety, comfort or wellbeing of other guests or staff.

### **Health and Safety:**

Customers are reminded that this is a natural site. There are inherent dangers in the woods, and elsewhere, by way of poisonous flora and fauna, and likewise danger of stumbling or falling in any of our open areas, due to rabbit holes, fallen trees, vegetation, as well as from the cliffs.

Dangerous currents exist in the sea close to the St Madoc Centre, particularly on the ebb tide and at low water. Caution is advised. Please ask a member of staff for further details. Please check tide tables when planning any outdoor activities along the coastline.

Please note that occasionally farm animals may enter the site. In most cases they will stay away from members of the public. However, they can carry pests, and their faeces carry diseases hazardous to human health. Please wash hands after touching any animals and before eating.

The St Madoc Centre does not provide medical personnel or first aid equipment for general use.

### **General Responsibilities:**

All cars once unloaded should be parked in your assigned car park, and not left on the track or verges.

Please leave the Centre as you find it. This includes removal of rubbish to appropriate bin/recycling bins, washing and drying up of all kitchen items, wiping surfaces and sweeping when necessary.

We do have Audio/Visual equipment available in Main Hall, Chapel and Sunley Room. We would ask that such equipment is only used by those who have relevant experience as there is no onsite technical support.

The St Madoc Centre experiences poor mobile phone coverage. Wifi is available onsite free of charge and a password will be provided in your welcome pack.

### **Indemnities:**

The St Madoc Centre assumes no liability for injury or death, damage to or loss of personal property, accident, delay, cancellation, irregularity or inconvenience caused, save where such loss is caused or contributed to by the negligence of some person acting as a servant or agent of The St Madoc Centre.

All personal information obtained via booking forms and other sources is used for the St Madoc Centre purposes only and is not passed or sold onto third parties. If you wish for your details to be removed from our database, please contact the office.

We shall not be liable to you if we are prevented or delayed in the performing of any of our obligations to you if this is due to any cause beyond our reasonable control including (without limitation): an act of God, explosion, fire, flood or accident; war or civil disturbance; strike, industrial action or stoppages of work; any form of government intervention; a third party act or omission; failure by you to give us a correct delivery address or notify us of any change of address.

**In completing a booking form, group leaders agree to accept and abide by the terms and conditions of the centre, and to ensure all users are so informed.**

*To view the policies and governing documents of The St Madoc Centre, contact the Centre Manager or see our website. These policies consist of: St Madoc Trust Constitution - Equal Opportunities Policy - Child Protection Policy - Sensitive Data Policy - Environmental Policy.*