



Terms and Conditions

1. **Provisional bookings will only be held for a period of 21 days. Confirmation is to be made using the approved booking form and providing a non-refundable deposit.** The balance of payment is due before your departure or by invoice after your stay if agreed in advance.

In the event of a cancellation being received between the deposit being received and three calendar months before the date of the booking the deposit will be retained. If the cancellation is received between two and three calendar months before the date of the booking, 50 percent of the total charges will be payable within one calendar month of the cancellation date. However, if a cancellation is made less than two months before the date of the booking, which, effectively renders the facility unmarketable, the full amount of charges will be payable within one calendar month of the cancellation date. In the event that the property is re-let, the balance will be refunded.

2. Users are therefore advised to take out insurance against this possibility. **ALL** bookings for any activity on Thirtover Place are done through the Site Managers Office. Payment for those activities is made at the end of the stay. Instructors are not to be contacted directly.
3. **ALL** accounts are to be settled prior to departure. Cheques made payable to Berkshire Guide Assn
4. Arrival time at either the house or the camping sites is normally after 2pm. Any variation on these times is subject to prior agreement with the Site Manager.
5. **Departure time at the weekend for either the house or the camping ground by 5 pm. West Berkshire school holiday period departure times are 12 noon, and check in from 2pm or by arrangement with the Site Manager. Please confirm timings with site manager on booking.**
6. Leaders in charge **MUST** report to the Site Manager prior to occupying the house or camp site.
7. In some circumstances (e.g. extreme bad weather) the Site Manager may change requested camp sites to allow for recover of ground etc. This is entirely at his/her discretion. Should it be necessary to close the site, you will be informed 24 hrs in advance (where possible) with a full refund of the deposit. In the event of a Leader deciding to cancel, refunds of deposits are not given. **Venue users are to ensure they have the appropriate insurance cover to cover any liabilities they may have in case of cancellation.**
8. Use of the house includes all heating, lighting, and cooking facilities.
9. Users of the house, Donnington Lodge and Centenary Lodge are expected to leave it in a clean and tidy condition. If requested and for an extra charge, extra cleaning is available through the Site Manager. Camp site users are expected to leave the ablution block in a

clean and hygienic condition and camp sites free from pegs, wood and rubbish. We reserve the right to make an extra charge should additional cleaning be required after your stay.

10. If the house is used for a non-residential event (e.g. meeting, training, unit meeting) no access is allowed to the 1st floor, unless by prior arrangement.
11. House users only: For reasons of hygiene, only the craft room should be used for craft activities. The dining room **MUST NOT** be used for these activities.
12. Any damage on site must be reported and maybe charged for. If not declared prior to departure an additional charge will be made. For non-Guiding and non-Scouting users the management committee may request a damage deposit of up to £3000 be paid in advance of the commencement of your stay. The exact value will depend on the facilities booked. The deposit will be returned within 2 weeks of your stay, less any sums levied to repair damage caused during your stay. A full account will be provided.
13. Vehicles are only allowed on the camp site and stable area with the permission of the Site Manager. Parking is on the main drive and the summer car park as directed by the Site Manager. Vehicles parking elsewhere, or in such a way as to cause a danger to site users, or damage to the site, may be asked to leave. If arriving by coach please note that entry to the site is not possible. Coaches should approach up Ashmore Green from Bowling Green Road and drop at the gate. Please observe the speed limit of 5 mph whilst on site. Overnight camping in camper vans or other vehicles in the car park is prohibited.
14. It is the group leaders' responsibility to ensure all users of the site behave appropriately whilst on-site and in accordance to the site rules, taking due consideration of the other users of the site. A persistent failure to behave appropriately will result in the site manager requesting that the individual be removed from the site, and may result in future bookings being refused.
15. Security
 - a. Sites - **All** visitors to site must sign in and out of the visitors' book located on the veranda by the Site Manager Office, or greeted by the gate by a representative of the site they are visiting and then signed in. All visitors must wear an identification badge - available from the office.
 - b. House - **All** visitors to the house must sign in and out of the visitors book as above and wear identification whilst on site
16. Leaders are responsible for ensuring all electrical equipment brought onto site is safe to use.
17. It is a requirement of the Girlguiding Royal Berkshire Fire Safety Policy that a Fire Drill, including evacuation, clearing and the appropriate roll call be completed within 1 hour of arrival. For regular bookings (e.g. units meeting in the house) a Fire Drill should be completed once a term.
18. It is the group leaders' responsibility to ensure that the correct parental permissions have been obtained for the activities undertaken.
19. Group leaders should take note of the site risk assessments and share their contents with other adults in the group. If groups are seen not to be complying with the provisions of the site risk assessments and putting other groups and/or site staff/volunteers at risk then they will be required to leave site immediately.