

Residential/Day Hire Terms & Conditions

Booking

1. Provisional bookings are accepted by the College for the use of the Centre. They will only be held for 14 days from the date of receipt after which time they are either confirmed by receipt of a completed booking form and deposit or deleted.
2. Facilities will only be reserved after written confirmation has been received and acknowledged by the College. A non-refundable deposit of 10% of the guaranteed lettings value is required at least 6 months before the hire period commences. For bookings made more than 6 months in advance, an initial deposit of £200 will be accepted to confirm the booking with the remainder of the 10% deposit required to be paid 6 months before the hire period begins. *Cheques should be made payable to Moorlands College.* If the guaranteed booking value is below £2000, the deposit shall be a minimum of £200.
3. The College operates a Target and Guaranteed reservation system:-
 - Target is the number of attendees the organisers hope will attend, but which they can not guarantee.
 - Guaranteed is the number of attendees to which the organisers are definitely committed at the time of booking.
 The Guaranteed number must fulfil the minimum number requirements of the College.
4. The minimum number for the complete Residential Centre, which has a total of 94 bed spaces is 70. The main Residential Building, having 64 bed spaces has a minimum number of 45. The Cedars Centre, which has 30 bed spaces, has a minimum number of 22.
5. The College agrees to grant the organisation the non-exclusive rights to use the facilities agreed in the confirmation of booking for the period outlined in the agreement.
6. Where the number of attendees falls below the guaranteed number, the charge made will be based on the guaranteed minimum numbers.

Cancellation of Booking

7. Period of Notice (i.e., the period between notice being received by the College and the day the hire of facilities is due to start:-

Over 6 months

25% guaranteed no. booking value or £200 whichever is the greater

4 - 6 months

50% guaranteed no. booking value

2 - 4 months

75% guaranteed no. booking value

less than 2 months

Total guaranteed no. booking value

8. Cancellation of a confirmed booking is only effective from the day it is received by Moorlands College *in writing*. If no guaranteed minimum number of attendees have been provided an assumed value of £5000 will apply.
9. If the College is unable, in part, to carry out its obligations under a confirmed and accepted booking, the College will give notice in writing and thereupon be released from those obligations which can no longer be fulfilled.
10. Should it be necessary for the College to cancel a confirmed and accepted booking in entirety, then the College will either refund the deposit in full or offer an equivalent alternative booking if more than three months notice is given. If the notice period is less than three months and if an acceptable alternative booking cannot be offered, the College will refund the deposit, and also compensation, with the total payment, including the deposit, being equal to 50% of the guaranteed no. booking value.

Payment

10. An invoice will be issued prior to the groups departure. Full payment should be made to the Centre Manager before leaving the Centre unless prior arrangements have been made with the Manager.
11. The College reserves the right to require payment before the commencement of the hire period.

Revision of Charges

12. Every effort will be made to avoid revising charges once a booking has been accepted on the basis of quoted charges. However, the College reserves the right to revise the charges where the rate of inflation or other factors make this necessary. Normally not less than three months notice of any revision of charges will be given.
13. If the charges for the period of hire have not been set by the College at the time of booking, the organisers should expect that the charges will rise at least in line with inflation.
14. It may be necessary from time to time to bring in charges for extra services or facilities which are provided in addition to the basic package. When this occurs the College will notify the organisers in writing not less than three months before the hire period commences.

General

15. The organisation hiring the facilities will be liable for all and any damage caused to any room, facilities, furniture or equipment caused by acts or omissions of any attendees. Damage or loss of College equipment will be charged to the organisation by invoice.
16. No College property must be removed from the buildings in any circumstances.
17. All attendees from the organisation or their visitors are required to comply with all health, safety, fire and general instructions issued.
18. Organisers are asked to note that Moorlands College operates a non-smoking and no-alcohol policy with which all visitors are required to comply with (the no-alcohol policy excludes communion wine).
19. Vehicles and their contents are left on the College premises at the owner's risk. It should be noted that cars are not covered by insurance whilst being driven or parked on the campus.
20. Moorlands College will accept no responsibility or liability for the loss or damage to personal effects belonging to attendees.
21. Organisers will be responsible for ensuring that all participants behave in a reasonable manner at all times, that no nuisance is committed on College premises, and that they will not engage in activities which are likely to bring the College into disrepute. Particular consideration should be given to the families who live on site and their need for privacy.
22. Where any attendees are below the age of 18, there must be at least one responsible adult to every 7 young people who must be present throughout the duration of the hire period and who must provide adequate supervision at all times. This also applies to the use of the Sports Hall. Mixed groups of any age must have at least one leader of each gender.
23. A member of staff will normally be on duty during the day. A telephone number will be given to the organisers for use in an emergency when all staff are off site.
24. Time must be allowed at the beginning of the programme for the Manager to welcome the whole group to the Centre and outline the site rules and health & safety procedures.
25. Unless agreed otherwise, bedrooms will be vacated by 10am and guests will leave the site by after lunch on the date of departure.
26. Charges for photocopying, telephone calls, use of fax and other incidentals will be added to the final invoice, if used.

27. Normal meal times are:-
 - Breakfast 8.30am
 - Lunch 1pm
 - Evening Meal 6pm
 If necessary, with the agreement with the Residential Centre Manager the times of meals can be altered to suit your requirements. Sample menus are available on request.

Self-Catering Facilities

28. Bookings from organisations requiring self-catering facilities can only be accepted for the whole Residential Centre.
29. The Centre must be left in the same condition to that which it was found. Cleaning material and instructions will be provided on the penultimate day of the hire period.
30. The organisers must provide their own bin liners, tea-towels and kitchen knives for use during their stay.
31. Catering must be supervised by a person experienced in mass catering who is aware of the hygiene regulations in the Food Safety Act 1990 and holds a Basic Food Hygiene Certificate. The Catering Supervisor must be responsible to the organisers for the college's kitchen and it's equipment.

Use of Caravans and Tents

32. Local Authority regulations restrict the number of caravans to 1 for a maximum of 2 nights at a time. Motor caravans in the car park are not acceptable.
33. Campers and Caravanners can only be accepted as part of a group using the residential facilities. People sleeping outside the residential buildings will not be counted as part of the guaranteed number group, and thus will not contribute to meeting the minimum number obligations.

Insurance

34. All groups booking the centre must hold adequate public liability insurance cover, including an indemnity to principals clause. It is also the responsibility of the organisers to take out suitable insurance covering loss or damage of personal effects. Please send a copy of your current insurance policy one month before your booking starts.

Organisation

35. Expected numbers and special requirements should be sent in writing at least one month before the hire period starts. Final numbers and special diets of attendees must be notified at least ten days before the hire period begins. We cannot guarantee that people can be catered for if notified after this time. The final numbers declared will become the minimum number used in the calculation of the final invoice.
36. Telephone calls for any of the attendees must not be made to the College switchboard. Attendees can be reached on the following number:
01425 675016
37. If bed linen and towels have not been ordered, attendees will be expected to bring their own. The College provides, as standard, blankets and a pillow.
38. Please note that Moorlands is not responsible for any accidents or injuries that may occur when groups are doing their own events or activities on site. It is the responsibility of the organiser to make sure events or onsite activities happen safely. RISK assessments for specific activities may need to be shown prior to a specific event or activity. Organisers also need to provide adequate first aid cover and supply their own First Aid Kit for the group.