

# Terms and Conditions of Booking

**Please retain a copy for your records.**

We want you to be completely satisfied with your visit to Wiston Lodge. Below are our terms and conditions, which let you know what you can expect from us, and what we expect from you. Please take the time to read through them before you book. If you have any questions, please contact us to discuss them.

## Booking & Payments

1. A booking will be considered confirmed upon receipt of your **completed online booking form**.
2. A non-refundable deposit of 25% of the total quote cost (including VAT) must be paid or a Purchase Order (PO) with reference raised to cover the full amount, in order to secure your booking. This percentage may increase for later bookings (please see cancellation terms).
3. Non-receipt of deposit / PO will be regarded as cause for Wiston Lodge to cancel your booking.
4. For those groups booking Wiston Lodge-led programme activity, once we have received your completed booking form, your programme will be confirmed by email, and we will inform you once your instructors have been booked. Please note that the full cost of instruction is payable thereafter, regardless of cancellation notice periods (see below).
5. You should book for your *minimum* required number of attendees as we cannot reduce this total once facilities, programme and accommodation (if required) have been allocated. However, you may increase your total number of attendees after booking, subject to availability.
6. You will then be contacted for your final confirmed numbers 8 weeks prior to your visit when a balance invoice will be issued. Wiston Lodge cannot reimburse for any participants not attending once final numbers have been given and the balance invoice processed (please see Insurance section below).
7. Payment should be made 28 days from the invoice issue date (shown on invoice).
8. For Course Bookings, a 50% non-refundable deposit is required to confirm your place, with the balance due 4 weeks prior to course start date.
9. For Individual B&B bookings, payment in full (non-refundable) is required at the time of booking.

## Insurance

We strongly advise that you purchase appropriate travel insurance to include cancellation, curtailment, personal accident and loss or damage to personal belongings. All Wiston Lodge activities are covered by our Public Liability Insurance. We recommend that you extend your own cover if you are planning your own group-led activities or special event on the site.

## Cancellation by Customer

1. Deposits are non-refundable.
2. In the event of cancellation by you, you will be subject to the following charges depending on the notice given:

Notice Given (Prior to Visit arrival date)	Payment Required
More than 12 weeks	Deposit only (25% of quoted total fee)
Between 6-12 weeks	50% of quoted total fee
Between 4-6 weeks	75% of the confirmed total fee
Less than 28 days	100% of the confirmed total fee

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3. Once we have confirmed your Wiston Lodge-led programme activities, instructors are booked and you are thereafter liable for the full cost of instruction in the event of a cancellation, regardless of the aforementioned notice period, which apply to Board, Lodging and facilities hire only.
4. For exclusive whole Lodge sole hire bookings the following notice periods apply:

Notice Given (Prior to Visit arrival date)	Payment Required
More than 24 weeks	Deposit only (25% of quoted total fee)
Between 12 - 24 weeks	50% of quoted total fee
Between 8-12 weeks	75% of the confirmed total fee
Less than 8 weeks	100% of the confirmed total fee

5. All cancellations to **course bookings** made less than 28 days prior to visit start date are liable for the full fee.

## Cancellation by Wiston Lodge

Wiston Lodge will endeavour to welcome all booked groups as planned. Weather conditions and other factors beyond our control can prevent us from running planned programme activities. We reserve the right to change the activity programme if necessary.

In the event of cancellation of any booking by Wiston Lodge, customers will be offered either:

1. Transfer to another date; or
2. A full refund of the fee paid to Wiston Lodge

## General

1. Medical and consent forms must be completed and signed by all participants undertaking programme whilst at Wiston Lodge and sent in advance. For group members under the age of 18, these must be signed by a parent or legal guardian. We are unable to provide programme activities for participants without completed consent forms.
2. All medical conditions, ailments, allergies and additional support needs of group members and accompanying leaders must be declared on the medical and consent form in order that we can plan suitable programme activity & accommodation. Group leaders are responsible for managing the group members' medical conditions & additional support needs.
3. All final details for bookings need to be advised 14 days prior to the intended arrival date.
4. Bookings can only be made if you are 18 years old or over. All leaders must be over 18 years old.
5. Group leaders have a duty of care for members of their group who are under 18 and/or classed as vulnerable adults throughout their stay, including non-activity time and overnights.
6. It is expected that all leaders responsible for children, young people and vulnerable adults will be members of the Protection of Vulnerable Groups (PVG) scheme or equivalent Disclosure check.
7. Groups must include staff of the appropriate numbers and competence, commensurate with the circumstances of the group, to fulfil these responsibilities.
8. No pets are permitted in the Main House, other than guide and assistance dogs. Please refer to our Dog Policy for more information.
9. Damage to Wiston Lodge property may incur additional charges.
10. Duty Manager Emergency call out may incur additional charges.
11. Wiston Lodge reserves the right to terminate any bookings by visitors failing to meet these terms and conditions.

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**Privacy Statement: See our GDPR Policy for further details.**

By agreeing to our Terms and Conditions, you agree to us storing your details to allow us to contact you regarding your booking. Your details are stored securely and only accessible by our administration team and those directly involved with your booking. Your details will never be shared to any third parties and will not be used other than to contact you regarding your booking, unless you give permission to be added to our newsletter mailing list\*

\* By subscribing to our newsletter, you agree to us storing your contact details for the sole purpose of sending you updates and news about Wiston Lodge and the groups we work with, along with fundraising events and volunteering opportunities. You can unsubscribe at any time using the link at the bottom of any of our newsletter emails.