

BOOKING CONDITIONS

1. Parties

These Terms and conditions bind The Manor House Activity & Development Centre ("The Company") and those persons ("The Client") booking a Residential stay ("The Holiday") or more than one residential stay ('Multiple Trip Booking') with the Company at the relevant centre referred to in the brochure or correspondence ("The Activity Centre"). Multiple Trip Bookings are further clarified as any bookings from one Client covering two or more Residential Stays in one year / season, whether consecutive or not.

2. Payment (but also see 4. Multiple Trip Booking Below)

Deposit

Payment of the deposit is regarded as The Client's acceptance of these Terms and Conditions and subject to sufficient notice being given under clause 3, is non-refundable. A booking is only confirmed following receipt of the deposit

Full Payment

Full payment of the outstanding amount must be made 2 months prior to commencement of The Holiday

Late Payment and returned cheques

- A £25 charge will be made on any cheque returned by The Company's Bank
- We understand and will exercise our statutory right to claim interest and compensation for debt recovery costs under the late payment legislation if we are not paid according to agreed credit terms

VAT

Should there be an increase in the rate of VAT prior to the commencement of The Holiday, The Company reserves the right to charge this increase on any amount still outstanding and owed by The Client.

3. Cancellation of Booking (but also see 4. Multiple Trip Booking Below)

Cancellation of any booking, whether whole group or an individual member of the group, must be in writing and is subject to the following charges:

Cancellation more than two months before The Holiday

Loss of the deposit

Cancellation less than two months before The Holiday

Loss of full cost of the holiday

4. Multiple Trip Bookings

Multiple Bookings are subject to the following:

Booking – A verbal booking taken in good faith by The Company is regarded as The Client's acceptance of these terms and conditions

Payment –

- Deposit of 30% is required, which may be staggered over 2-3 months as agreed with The Company in advance, is non-refundable
- Full Payment of the outstanding amount must be made 2 months prior to the commencement of the Multiple Booking, unless otherwise agreed in writing by The Company
- Late Payment and returned cheques as per '2. Late Payment' above
- VAT as per '2. VAT' above

Cancellation –

Cancellation of any Multiple Trip Bookings, whether in whole or partial, must be in writing and is subject to the following charges:

Cancellation after verbal booking, prior to deposit being paid

30% of total fee payable

Cancellation after written booking, prior to deposit being paid

30% of total fee payable

Cancellation after deposit paid but more than 6 months prior to the cancelled trip

50% of total fee payable

Cancellation less than less than 6 months prior but more than 2 months prior to the cancelled trip

75% of total fee payable

Cancellation less than two months before The Holiday

Loss of full cost of the holiday

5. Package Holiday Regulations 1992

In accordance with "The Package Travel, Package Holidays and Package Tours Regulations 1992" all passengers booking with Manor House Activity & Development Centre, The Company, are fully protected for the initial deposit and subsequently the balance of all monies paid to us, including repatriation if required, arising from cancellation or curtailment of your travel arrangements due to the insolvency of The Company. There is no requirement for Financial Protection of day trips, and none is provided. This insurance is only valid for packages booked that **DO NOT** include flights.

Consumer aware: Your booking is insured by IPP Ltd and its panel of insurers. - This insurance is only valid for passengers who book and pay directly with/to The Company. If you have booked and/ or paid direct to a Travel Agent for a holiday with The Company please request proof of how the booking is secured as this will not be covered by IPP Ltd in this instance. For further information please go to www.ipplondon.co.uk. This Insurance has been arranged by International Passenger Protection Limited and underwritten by Insurers who are members of the Association of British Insurers & Lloyds Syndicates.

6. Safety and Well Being

The Company reserves the right to exclude or refuse participation or accommodation to any person who at any time prior to, or during The Holiday or stay, in our sole opinion, is incompatible with the general safety and well-being of The Activity Centre and the other participants. In this event no refund will be given.

7. Activities

Off-site activities

On booking a Holiday that includes the provision of activities, The Client accepts that activities will take place away from The Activity Centre and consents to the members of the group within their care leaving The Activity Centre on organised excursions and off-site activities.

Programme of activities

Arrangements outlined in The Company's holiday brochure and correspondence are given in good faith at the time of writing. However, The Company reserves the right to alter or cancel the programme or course of activities for reasons of safety, weather conditions, travel arrangements, general programme planning and other factors which may arise beyond the Company's control, including the unavailability of instructors.

8. Force Majeure

No compensation will be paid, or refund given for any cancellation which is brought about by war, strikes, disaster, terrorist activity, technical problems with transportation, quarantine, weather or any other outside The Company's control.

9. Liability

Save where caused by negligence on the part of The Company or its employees, The Company shall not be liable to any person for any loss or damage to luggage, clothing, or other personal effects, or for any personal injury or for any consequential loss or damage arising from such loss or injury.

10. Lost Property

The Centre will do their utmost to return any lost property that is named provided that it is claimed and postage for its return is paid by the owner. Any items not reclaimed after one month and any unnamed items, will be donated to charity shops.

11. Photographs

The copyright of all photography appearing in the brochure or on the web site or photography taken by The Centre belongs to The Manor House Activity & Development Centre. No reproduction may be made without prior permission from The Company.