



THE BRIARS BOOKING TERMS & CONDITIONS

BOOKING CONTRACT

- A booking is subject to acceptance by The Briars/NDCYS and we will confirm such acceptance in writing, usually by email.
- The booking contract between us will only be formed when we have received the required deposit and completed booking form.
- The person signing the booking form accepts the Terms and Conditions on behalf of all party members.
- If you have made multiple bookings with us, the booking contract will only relate to the booking or part of the booking which has been confirmed as successful.
- Upon receipt of this confirmation it is the responsibility of the customer to check all details confirmed are correct in terms of the customer's requirements. If the customer considers there is an error, this must be brought to the attention of NDCYS within 14 days of receipt of the confirmation otherwise the contract will be considered to stand as per the terms outlined.

PAYMENT

- Payment may be made by bank transfer or cheque.
- Please note we cannot accept payment from individual members of your group, one payment to cover each invoice amount is required.
- The payment schedule will be as follows:

Payment Schedule	Amount Due
Deposit due within 30 days of the deposit invoice	Deposit
Final Balance due 12 weeks before visit start date	100%
Bookings within the last 12 weeks must be paid in full on receipt of invoice	100%

- If payment of either the deposit or the balance is not received by the due date, The Briars reserves the right to cancel the reservation and retain any deposit.

NUMBER OF GUESTS

- Minimum number of guests charged for is 25. Only rare exceptions to a minimum number of 25 would be made and would be by prior written agreement for a particular booking.

CHANGES TO NUMBERS

- You may decrease your party numbers by no more than 10% up to 12 weeks before the visit start date without incurring a cancellation fee, unless the total number of residents drop below the minimum number of 25. Thereafter any additional decreases in total numbers will be subject to the cancellation charges below on a per person basis.
- If the number of paying guests drops below 25, you will be charged the cancellation fees as appropriate down to 25 and then full price for 25 guests. The only exceptions to a minimum number of 25 are by prior written agreement from NDCYS for a particular booking. If your group is below 35 we reserve the right to invite another group of the same age/type to share your retreat.
- If you wish to increase your numbers we will endeavour to accommodate the change but we cannot guarantee it will be possible. **Please note that any changes may incur an administration fee of £20.**



as soon as possible.

- All changes to bookings must be done in writing

CANCELLATION BY YOU

- In the event of a cancellation of the whole booking by you, the following cancellation charges would apply. All cancellations must be communicated in writing.

Period before arrival date when the cancellation is received	Cancellation Charges
20 weeks (140 days) or more	Deposit only
20 -12 weeks (139- 85 days)	50%
12 - 4 weeks (84 - 29 days)	80%
4 weeks (28 days) or less	100%

IF WE ARE FORCED TO CHANGE THINGS

- We aim to provide your retreat as booked. However if there are not enough people booked on your retreat, or you do not pay the due amounts on time, we reserve the right to cancel. If we cancel your booking for any other reason, you can either have a full refund or accept a replacement booking from us, if we are able to offer one.

FINAL DETAILS

- Any changes to the booking form must be submitted at least 4 weeks prior to arrival in order to correctly staff the centre and adjust supplies. These details include any dietary requirements. We need final numbers 4 weeks before arrival.

SPECIAL REQUESTS AND EXTRA MEALS

- Any special requests must be notified clearly to us in writing. We will do our best to meet any special requests made by you. We cannot guarantee however that the requests will be fulfilled and failure to do so does not constitute a breach of contract. The special requests will only form part of the contract when they have been confirmed by us in writing.
- Extra meals must be notified at least two weeks before arrival, please note they otherwise have the same conditions as the special requests. Due to capacity extra meals are not always possible.

GROUP LEADER REQUIREMENTS

- Your individual policy for staff ratios for residential trips must be adhered to; we prefer one adult staff/leader for every ten young people. For mixed secondary school aged groups, we require there to be at least one male and one female staff/leader accompanying the group throughout.

DBS CHECKS

- All organisers or leaders of groups with young people must hold a clear, enhanced DBS check through their school, parish or organisation.



ndcys NOTTINGHAM
DIOCESAN
CATHOLIC
YOUTH
SERVICE

THE BRIARS CATHOLIC YOUTH RETREAT CENTRE
Briars Lane, Crich, Derbyshire DE4 5BW
www.NDCYS.com / 01773 852044 / info@ndcys.com

TEAM SUPPORT ON DAY TRIPS

- If The Briars Team is required on a trip, the school is responsible for:
 - Entrance fees
 - Mileage costs if The Briars vehicle is used

INSURANCE

- Organisers please note that whilst our Public Liability Insurance covers all activities within the centre, it is the responsibility of each group to ensure that they are covered for travel to and from the centre and for any off site activities such as walks and trips to attractions.
- Nottingham Diocesan Catholic Youth Service cannot accept liability for any accident, loss or consequential damage or for any loss or damage to personal property during the group's visit.

DAMAGE/VANDALISM

- All costs associated with damage or vandalism will be invoiced to the school/organisation.

SPECIAL OFFERS (including discounts/one off's/out of scope retreats)

Any special offers are subject to all our Terms and Conditions other than the minimum number of booked places, which will be 40 places for all special offers only. Should this number not be met we reserve the right to revert to all standard Terms and Conditions (see above).