

General terms and conditions for Castlerigg Manor Bookings 2010



Introduction

The RC Diocese of Lancaster Youth Service provides residential, day opportunities and conference / meeting facilities at Castlerigg Manor, Keswick and is available for booking by all interested parties.

Groups making enquiries for use of the facilities for residential opportunities will be provided with costs based on the current price list in use.

Residential opportunities are currently offered on a weekly or weekend basis during term time. Bookings will be made for a given duration agreed at the time of booking; however arrangements for use of the centre in different ways can be discussed at the time of booking e.g. split week.

Group leaders are required to provide details of the age and estimated size of the group when enquiring. Details will be completed on a Booking Form and returned to the Business Manager at the address below no later than 6 months before attending. A deposit of £1000 will be required at this time.

In order to cover the costs of running the centre we require all group bookings to have a minimum group size of 40. If there are circumstances where this group size inhibits attendance or creates concern please speak to the Business Manager.

Once the make up of the group is made known to us a room list will be issued to you. You will then be asked to allocate individuals to these rooms.

Full payment for bookings is required 1 month prior to the date of arrival.

Confirmation of numbers attending is required 7 days prior to the date of arrival, along with dietary and other requirements. Acceptance of a change in numbers at this stage is at the discretion of the Business Manager.

Medical diets and vegetarian numbers (and names) must be specified before arrival. It would be helpful if specific menus for medical diets could be submitted at least one week in advance.

Cancellation of courses

The deposit of £1000 can only be returned if more than six months notice of cancellation has been given.

Should you wish to cancel your booking the following charges will apply:

More than 6 months notice – any monies paid will be returned.
Less than 6 months notice - no return of deposit
Less than 4 months notice – 25% of program cost will be incurred
Less than 2 months notice - 50% of program cost will be incurred

Should the Youth Service deem it necessary to cancel a booking the deposit and any fees paid will be returned in full.

Options for rebooking

Where six months notice is given groups can change dates required and transfer deposits paid to this new booking. Less than six months, the above cancellation costs will apply.

Booking conditions

The Diocese of Lancaster cannot accept liability for any accident, loss or consequential damage or for any loss or damage to personal property during the group's visit.

Cancellation charges will apply where less than six months notice is given in respect of your booking.

All guests and visitors agree to comply with Manor rules and safety regulations throughout their stay.

The house is a no smoking environment and all visitors are requested to respect this rule.

Groups will be liable for any breakages or damage incurred during their stay.

Groups agree to leave the facilities in good clean order.

The Leadership team of the Youth Service reserve the right to refuse a booking to any group.

With the exception of Guide Dogs for the blind, dogs are not permitted.

Arrivals

Groups attending a retreat led by the in house team are requested to arrive between 16:00 and 17:00, unless otherwise agreed. A staff meeting is held at 17:00 and an "Introduction to House" is given to all at 18:00 (dinner is served at 18:30). All other groups will arrive by arrangement with the Business Manager.

Rooms should be vacated by breakfast time on the last day of retreat. Guests are asked to leave rooms tidy and put sheets, pillowcases and duvet covers into the corridor for collection by the domestic staff. Mattress covers should not be stripped from beds. They should ensure that they have all their belongings before departure. A time will be set aside on the day of departure for a room check by school staff and your co-operation on this matter would be much appreciated.

For weekday retreats packed lunches can be provided on the day of departure at extra cost, and after prior arrangements with the Business Manager.

The residential retreat programme provides young people with opportunities to explore the Christian faith. A sample timetable can be sent prior to your group's visit and discussed with the retreat leader allocated. Elements of the programme are optional and specific requirements can be discussed with the individual retreat leader prior to your visit e.g. tuck-shop opening times; provision of drinks at break time; optional disco; integrating specific requirements for your group.

Staff members attending with groups are an integral part of the retreat team while at Castlerigg Manor. Staff will be asked to support the programme by facilitating group work and group discussion and taking part in the programme as fully as possible. A separate sheet is provided for staff attending and it is requested that the group leader distribute this information to adults attending prior to the retreat.

Prices include boots and cagoule hire. Any group member bringing their own walking boots will be required to present them for checking on the first day of the course. The staff reserve the right to recommend the use of centre equipment where personal equipment is not deemed suitable.

All and any sums paid or payable to Youth Service shall be subject to the addition of Value Added Tax if and when appropriate.

To prevent damage to the fabric of the building and for health and safety reasons, irons, kettles etc. should not be brought to the centre or used. We reserve the right to remove electrical appliances from bedrooms in particular and to charge for any damage caused by electrical appliances.