

# Booking Terms & Conditions

## Dof E Residentials



### Booking Procedure

Once a date has been agreed between you and Abernethy your booking will only be confirmed by full payment of the cost of the Residential

Please refer to our website for information on how to book.

### Financial Security

Please note that advance payments are held in a secure Abernethy Trust Clients account, automatically awaiting transfer into the Trust's operating account after your visit.

### Changing your booking details

We reserve the right to charge a £50 administration fee for any changes made to your booking after it has been confirmed.

### Cancellation Policy

In the event of cancellation for whatever reason your refund will have a £60 cancellation fee deducted.

Where cancellation occurs within 42 days of your arrival, the full balance of the holiday will be due.

Cancellations must be made in writing by letter or e-mail; we will continue to hold your reservation until this written cancellation is received. Please note that if we have not contacted you within seven days, you should call the Centre to ensure your cancellation request has been received.

In the event of your course or holiday having to be cancelled by the Abernethy Trust, you will be offered either a full refund, or a similar course on different dates.

### Insurance

Our Centres are covered for public liability insurance.

We recommend that guests consider taking out appropriate insurance to safeguard against risks such as theft, accident, or the cost of cancelling a holiday (including cancelling for medical reasons). We suggest the Freetime policy from Access Insurers.

### Pricing

We reserve the right to increase or decrease published prices at any time. The price of your holiday or course will be confirmed when your booking is confirmed. Special offers cannot be applied retrospectively.

### Programme Changes

We reserve the right to alter activity programmes without prior notice if the weather conditions or other circumstances deem it appropriate. We always aim to provide an exciting and enjoyable activity programme.

### Risk

We have taken all reasonable steps to provide you with a level of care and assurances of safety appropriate to the nature of the activities we offer, however you should be aware that certain inherent risks remain which are integral to adventurous activities which cannot be eliminated without destroying their unique character. The risk is generally confined to a similar level that a child in normal active play may experience, or an adult involved in normal active recreation.

### Safeguarding

We follow accepted good practice in the matter of safeguarding children, young people and vulnerable adults. Our policy on this is available on request. As part of our recruitment process all Abernethy team members join the Protecting Vulnerable Groups (PVG) Scheme or we have previously taken disclosures from Disclosure Scotland.

However you should note that unless your arrangement with the Centre where you have booked is for exclusive use then there may be other people staying in the Centre who are not PVG Scheme members and checked by us. They may include friends or family of team members, participants in Duke of Edinburgh's Award or other guests.

### House Rules

Our Centres aim to impose a minimum of rules. The rules we do have are there for the safety and comfort of all guests and staff, and we would ask that you and your group members abide by them. Please note that all Centres operate a no smoking and no alcohol policy. Full details of house rules will be given on arrival at the Centre. Group leaders must take responsibility for the discipline of their group, and assist the Operations Director in the smooth-running of the Centre by addressing any disciplinary problems as they occur.

### Your responsibility

It is the responsibility of the parent, guardian or any individual with primary duty of care to inform the Centre of any special needs, dietary issues, illness, medical conditions, disabilities, behavioural or social problems that any group member currently has or has recently experienced. This is to protect the well-being of the individual concerned, as well as other guests.

Except for activities organised by Abernethy staff, groups are the responsibility of their own leaders/teachers at all times.

In the unfortunate circumstances of anyone disrupting a holiday through behavioural or social difficulties which affect other guest's enjoyment, we reserve the right to exclude that individual at any point during the holiday. No refund will be given and collection will be the responsibility of the group leader, parent or person with primary duty of care.

### Damage

You are responsible for the cost of repairs to any damage to Centre equipment and/or property caused by yourself outside of normal wear and tear.

### Personal property

Abernethy cannot be held liable for loss or damage of personal property, unless it can be proven that it is due to our negligence. Please note that the majority of guest bedrooms do not have locks, but secure storage of valuables can be provided at Reception.

If you discover you have lost personal possessions when you return home, please contact the Centre immediately. If found, we will be pleased to return the property to you by post. The cost of postage, plus a small handling and packaging fee will be due by return.

### Photography & Video

Photographs and film of guests taken during their visit to one of our Centres may be used in future publicity, including printed material and websites. Individuals will not be identified. If any member of your group does not want to appear in any such photographs, the group leader should notify us prior to their visit and advise the Coordinator at the Centre upon arrival.

### Data Protection

The personal information requested during the booking procedure is held on computer and required to allow our employees and sub-contractors to provide the promised holiday to our normal high standards. By providing us with this information you are deemed to accept the above and to have gained consent from group members of your party to disclose their details to us.

You consent to Abernethy using your information to occasionally contact you for marketing purposes by post, telephone and e-mail. This will enable us to tell you about offers, news and events available from Abernethy, which it believes may be of interest to you. If you do not wish to be contacted by Abernethy for marketing purposes, please let us know by calling 01479 818005. We will not give out your details to external parties that are not linked to Abernethy.

### Complaints

In the unlikely event that you have a complaint about any part of your holiday while you are with us, please inform the Operations Director at the Centre as soon as possible, so that steps can be taken to rectify the problem.

**Abernethy**

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www.abernethy.org.uk

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