

Action Centres UK Booking Conditions

1. **VAT is shown at** the current rate of 17½%. Any subsequent change in the rate will be adjusted in your final account.
 2. **Charges:** -
 - a) Action Centres UK reserves the right to increase prices should any of our costs increase by more than 7½%. Any increase in charges will be notified in writing to those with provisional or confirmed bookings.
 - b) Charges include all meals and accommodation. Bed linen is provided but towels are not. A number of towels available for hire at £2.00 for the duration of stay; advance notice is required for their use.
 - c) Charges for activities and other facilities - please see Special Conditions below or separate activity price list.
 3. **Provisional Bookings**, which a Centre has accepted by telephone or in writing, will be held for fourteen (14) days only from the date of acceptance.
 4. **Bookings:** A booking is only deemed as confirmed upon receipt of a completed and signed registration form.
 5. **Deposits:** A deposit of £20 per person is required with the registration form. Deposits are non-refundable. In the case of early bookings and bookings for large groups, the amount of deposit to be paid at the time of booking may be negotiable with the management of the Centre, however, should the booking be subsequently cancelled the full deposit is due.
 6. **Cancellations/reductions in numbers:** -
 - a) Cancellation of the entire booking or a reduction in numbers made within sixteen (16) weeks of the start of the stay will be charged 50% of the full original fee per place cancelled
 - b) Cancellation of the entire booking or a reduction in numbers made within eight (8) weeks of the start of the stay will be charged 75% of the full original fee per place cancelled.
 - c) Cancellation of the entire booking or a reduction in numbers made within six (6) weeks of the start of the stay will be charged the FULL FEE. (In view of these penalties we strongly advise booking the minimum anticipated numbers.)**N.B. For bookings that have exclusive use of the Centre the number of weeks indicated in a), b) and c) above will each be increased by a period of ten (10) weeks i.e. a) – twenty-six (26) weeks, b) – eighteen (18) weeks, and c) – sixteen (16) weeks. Please note that a cancellation is only effective on the date received in writing.**
 7. **Invoices** will be calculated on the basis of the total number booked (taking into account any cancellations notified to us in advance in writing) or the total number actually accommodated, whichever is the greater. **Final payment of the account should be sent to the Centre booked four weeks before the start of the residential stay.** In the event of an organiser having difficulty finalising the adult/child ratio which may alter the total cost, then 80% of the cost on the booking confirmation/payment request must be paid four weeks before the visit and the balance on arrival at the Centre. Should you fail to settle your account balance before the end of your stay, an additional charge of 5% of the balance will be added to your final account. In the event that the account remains outstanding a further 5% will be added for every 14 day period that passes.
 8. **No refunds** can be made in respect of accommodation vacated before the departure date, meals not taken or activities booked but not used.
 9. **Liability:** -
 - a) NAYC/Action Centres UK Ltd are covered for Public Liability and Employers Liability. Groups requiring personal cover are advised to contact their own insurance company.
 - b) Action Centres UK Ltd and its staff cannot accept liability for damage to, or loss of, personal property. Groups are advised not to bring personal items of value with them.
 10. **Smoking/drinking:** Smoking is not permitted in any building and is only allowed in the allocated area. The consumption of alcohol is not allowed on any site. The Centre will terminate the stay of any individual / group whose actions whilst under the influence of alcohol or drugs are having a negative impact on other guests or staff.
 11. **Group Responsibilities:**
 - a) Group leaders are responsible for ensuring high standards of conduct within their groups. Centres reserve the right to ban any guests who persistently ignore the rules or act in a manner likely to affect the safety, comfort or well being of other guests or staff. In such circumstances no refunds will be given.
 - b) ACUK Ltd expects youth groups/schools to have at least one adult leader/teacher per 14 children, including males and females when the group is mixed.
 - c) Except on activities organised by ACUK Ltd staff, groups are the responsibility of their own leaders/teachers at all times.
 12. **Damage:** A group is responsible for the cost of repairs for any damage caused to a Centre's equipment and/or property caused by members of that group.
 13. **Sales:** No sales transactions may take place on Action Centres UK premises or sites without the written consent of the management of the Centre concerned.
 14. **Termination of bookings:** A Centre reserves the right to terminate any booking by groups failing to meet these conditions.
 15. **Action Centres UK Ltd.**, reserves the right to cancel a booking for whatever reason. In such a situation all monies paid to the Centre concerned will be refunded in full.
- SPECIAL CONDITIONS (PIONEER CENTRE)**
16. **Exclusive** use of the Centre's facilities for groups of 240 or more paying guests. Accommodation will be allocated according to the numbers attending
 17. **Rooms:** -
 - a) Accommodation is available for occupancy, under normal circumstances, at 4.00 pm of the day of arrival and must be vacated by 10.00 am on the day of departure.
 - b) Single rooms can be made available for an additional charge of half the costs shown. No single room supplement for groups of up to 55 delegates staying midweek during Season 3.
 - c) Groups are responsible for the allocation of beds within the accommodation they have booked. Room plans must be returned at least seven days in advance of arrival.
 18. **Activity charges / sports facilities:** Please ask for separate leaflets detailing free and charged for instructed activities and facilities on site and off site. Sports facilities are offered on the strict understanding that adequate supervision is provided by the visiting group during their use. Pioneer staff will not be available for supervision of activities unless arranged and confirmed in writing in advance.
 19. **Conference** room equipment is available, in most cases free of charge, to groups whose leaders will be responsible for the care and safe return of all equipment loaned to them, any damage will be charged for.
 20. **Quiet on site** policy is maintained for the sake of other users of the Centre and neighbours from 11.00 pm to 7.30 am. Also, meetings, concerts and parties are not permitted to continue beyond 11.00 pm without the specific permission from the Management.
 21. **Pets:** For the protection of livestock on adjacent farmland and the health and safety of other guests, no pets, animals and, in particular, dogs (except guide dogs - but please advise the management) are allowed on site.

To confirm your booking, complete and cut off the Registration Form and return it with your deposit.
Please retain these notes and conditions for future reference.

2010 Pioneer Centre Youth Clubs / Schools Registration Form

Group/Event Title: _____ **Min № attending (must be completed):** _____
(Note Booking Conditions 6c.)

Name of Group/School/College: _____

Name of person making application: _____

Name of group leader attending: _____

Address for correspondence: _____
_____ Postcode: _____

Telephone (day): _____ Fax No: _____

Email address: _____

Address of school / college if difference from above: _____
_____ Postcode: _____

Arrivals and Departures

(For split weeks please show arrival and departure times for both parties)

Group 1		Group 2	
Date of arrival:	Approx time:	Date of arrival:	Approx time:
Date of departure:	Approx time:	Date of departure:	Approx time:

Do you know at this stage if any members of the group require **special diets**? Otherwise please supply this latest 2 wks before arrival:

Group Details

(Please provide this information no later than 2 wks before arrival)

Status	Male		Female		Disabled Requirements (use separate sheet if necessary)	
	Group 1	Group 2	Group 1	Group 2	Group 1	Group 2
Teachers / Leaders / Helpers						
Adults (21 years +)						
Adults (18 to 20 years)						
Seniors (13 years to 17 yrs)						
Juniors (8 to 12 years)						
Juniors (4 years to 7 years)						
Free School Meals					Please provide names on separate sheet	

Nature/type of programme:

Continued.../

ACCOMMODATION REQUIREMENTS

[Please tick (✓) the following as appropriate]

Will you be including off-site visits in your programme? Yes () No ()

Will you be including on-site activities in your programme? Yes () No ()

Do you require a large meeting venue with your equipment set up? Yes () No ()

Will you require smaller meeting rooms for section work? Yes () No ()

If Yes please state how many _____

Do you require packed lunches during your stay? Yes () No ()

If Yes, please state when _____

A PACKED LUNCH MUST BE BROUGHT ON ARRIVAL DATE

IMPORTANT! MUST BE COMPLETED BY YOU! I confirm that our group will bring a car / minibus (suitably insured) for use in the event of a member of our group requiring treatment at the medical centre or hospital, or should someone need transporting home. (NB: Pioneer Centre cannot guarantee to have a vehicle/driver available.)

Declaration

On behalf of the above organisation, I hereby apply for the use of the Centre for the purposes stated and agree to observe the Centre's booking conditions and to meet the required charges.

Signed: _____ Date: ___/___/___ Status in organisation: _____

Full name (please print): _____

I enclose / please invoice me for (circle as appropriate) a non-returnable deposit of (£20 per person) £ _____ as per booking conditions.

(Cheques should be made payable to: Action Centres UK Ltd).

NEW — You can now pay your invoices on-line via www.actioncentres.co.uk!

On completion, send this form to:
Pioneer Centre, Cleobury Mortimer, Shropshire, DY14 8JG.

Data Protection Act

It is our intention to keep the information contained in this form on our computerised data base system. We will never pass this information onto third parties. If you have any objections to us doing so, would you please inform the Head of Centre in writing.