

Price: The price is shown on the booking form; once the booking is secured the price will only change if additional requirements are requested. VAT is included as appropriate.

Discount: Early Booking Discounts are available on certain A+ events. If your event qualifies then *full payment* must be received by the date outlined on your booking form; a deposit payment alone **does not** qualify you for Early Bookings discount. Early booking discounts apply as follows:

- Full payments received 2 Months before booking receive a discount of 10% of total price
- Payments received after the booking pay an additional 5% of total price for each week overdue.

Booking Confirmation: To secure your dates a deposit of 20% of the total booking price is payable. This deposit is not refundable. Your booking is confirmed when A+ receives your signed Booking & Client Responsibility Forms & your deposit has cleared.

Programme: Once a programme has been agreed and the deposit received, A+ are under no obligation to change the programme. In discussion with A+, groups are able to ask for changes such as timings or activities and these will be accommodated when possible. If a group requests a more significant change of programme or activity, and A+ can accommodate the change(s), then an additional fee of 50% of an activity session fee will be payable for each change of activity or timing as changes can have an impact on staffing, equipment and venues.

Venue: If you wish to book activities at Windmill Farm, A+ will organise venue hire and all of the accommodation and catering. Should a group wish to book A+ activities at an external venue it is the responsibility of the group to book the venue and if needed, organise accommodation and catering for their group. A+ can help with this, but an admin fee will apply.

Numbers: The number you book for on the booking form is the minimum number you will be charged for. Any additional participants will be charged at the appropriate rate. For youth groups a ratio of 1 leader to 6 young people is recommended. Your leaders must be 18 years old or older. For accommodation or catering final numbers are required 10 working days before the event.

Planning: We strongly recommend that if you are booking A+ at an external centre (i.e. not Windmill Farm) for the first time that you visit the centre and talk to A+ to discuss your requirements before confirming your booking. If you are coming to Windmill Farm, you are welcome to visit in advance if you would like to.

Catering: Meal times are usually: Breakfast 08:00hrs, Lunch 13:00hrs, Evening Meal 18:30hrs but we can organise other times to suit your programme (with 10 working days' notice). There is no reduction in price for meals booked but not taken. Windmill Farm prefer not to charge for catering for Food Allergies and Medical or Religious needs, as long as we have 10 working days' notice, prior to the start date of the booking, otherwise either we cannot offer the specialised meal or, if we do, there will be a charge of £25pp. You are welcome to bring your own alcohol but for any consumed with meals, there will be a £1.50 per bottle corkage charge. If you are catering at an event away from Windmill Farm, then we ask you to provide food for A+ instructors during their time with you. There are usually no more than 2 instructors per each activity offered.

Safety: Adventure activities are run by qualified instructors in line with government guidelines. In the interest of safety and everyone's peace of mind, A+ reserves the right to cancel any activity without notice in the event of unforeseen circumstances (e.g. adverse weather or non-availability of an instructor). No refund will be given but every effort will be made to provide a suitable alternative activity. A+ is licensed with the Adventure Activities Licensing Service to provide specified activities under the following headings: climbing, trekking & water sports.

Equipment: A+ provides all necessary specialist activity equipment. Participants are asked to bring their own personal kit. This includes (but not exhaustively) waterproof jackets & trousers, walking shoes (or trainers) and enough clothing to ensure they will always have a dry set to change into.

Transport: Groups are expected to organise your own transport to and from base venues. You need to be aware of the current regulations regarding minibus permits and minibus driving licences. A+ does have vehicles which may be offered for your use if available but a contribution towards fuel and wear and tear will be charged. Travel between activities or whilst on expeditions will be provided by A+ unless otherwise stated.

Cancellation: If you cancel for whatever reason your deposit is not refundable or transferable. Refund of part or all of your final payment will only be considered if A+ is able to fill the booking with another paying group – in this case an administration charge of £250 will also apply. You are also liable for third party costs (e.g. hire of venue accommodation) which A+ has committed to on your behalf. We therefore recommend you take out insurance to cover these and other unforeseen circumstances. Except in the case of "force majeure", in the unlikely event that A+ have to cancel your booking any payments made to A+ will be refunded but we cannot assume responsibility for other expenses your group may have incurred. A booking can only be considered cancelled when you let A+ know in writing and you have received confirmation from A+ – email communication is sufficient. Cancellation charges are applied to accommodation bookings based on the agreed total price: less than 6 months' notice 50% of the total agreed price; less than 3 months' notice 75%; less than 1 months' notice 100%.

Insurance: We recommend that all participants are covered by insurance (including for cancellation). A+ is covered for negligence and 3rd party injury and public liability during sessions that we run and facilities we provide. This will not cover your group at other times during your stay or for accidents for which we are not responsible (e.g. if they trip whilst walking).

Christian Ethos: A+ is a registered charity with a clear Christian identity. A+ reserves the right not to accept a booking from any group which seeks to promote an ideology, morality or lifestyle incompatible with our Christian purpose, in accordance with the exemptions in the Equality Act. Alternatively, A+ may require restrictions of behaviour / practice of the group during their visit.

Damage and/or loss: The cost of any damage and/or loss caused by your group to persons, property, fixtures, fittings, fabric, vehicles and equipment, including costs incurred as a result of needing to employ an external professional cleaning agency will be the responsibility of your group [the person signing the booking form]. A returnable damage deposit may be requested when you book. Please pay this by a separate cheque which will be returned after your booking. For groups staying at Windmill Farm, the conference centre manager and the group's leader will be required to check the areas and bedrooms before and after the booking with damages and likely costs noted.

Bedrooms With prior consultation with you and in line with our terms and conditions or operational requirements, some bedrooms may not be available for your group. The bedroom check out time is 10am on the day of departure unless otherwise agreed in writing with A+.

Room Keys The Group Leader is responsible for ensuring all A+ keys are returned at the end of the stay. There is a charge of £25 for any lost key or any key that is not returned to us within 1 week of the booking's departure. Any keys returned by post must be sent by registered post to ensure they arrive to us safely and securely.

Children and Pets: Please note that for bookings of accommodation only children must be supervised at all times and no responsibility will be accepted by A+ should an accident happen due to unsupervised behavior. It is regretted that pets are not allowed anywhere on site (registered assistance dogs excepted).

Lost Property: Lost property is kept for up to one month. It can either be collected from the A+ office or we will post it to you at your request. A handling fee of £5.00 (plus P&P) will apply. Larger items may incur a higher charge.

Sharing: If your group does not fill the accommodation centre then we may welcome another group of a suitable size to stay too. Please identify your preferred 'break out' rooms so that we can meet your needs. If you require sole occupancy of Windmill Farm Conference Centre then this can be arranged but at a cost equivalent to 34 full board adults. Sole occupancy only includes the facilities/'break out' rooms requested and paid for and does not give automatic access to all areas. Sole Occupancy does not include exclusive use of the Dining Room/Restaurant or the Activity Hall.