

## **The Pleasaunce – Christian Holiday Centre Terms & Conditions of Booking**

### **Environmental Health & Care Provision**

The company is required to inform, and emphasise, that its employees are not trained, qualified nor insured to nurse, nor to act as carers for guests who are infirm and necessitate specialist healthcare because of specific conditions. Such intending guests must be accompanied by a responsible attendant to ensure that their physical and medical dependencies are served.

Regrettably, where circumstances dictate, the Company reserves the right to insist that such persons return home. If in any doubt please check with the Centre Management prior to your visit.

### **Standard Terms & Conditions**

Our terms are per person per week or night as stated and are inclusive of VAT at the current rate. We reserve the right to alter our published terms if deemed necessary including changes in taxation.

Full board includes evening meal, bed, breakfast, a light or packed lunch from the evening meal on the day of arrival to breakfast on the day of departure. On Sundays the main meal is usually served at lunch time. No allowance is made for meals not taken.

Send a completed Booking Form (available from our website) to the Centre of your choice together with £60 deposit, £30 senior citizens, £25 children per week or part of a week for each person. If payment is being made by credit card, complete the appropriate box. If reserving by phone and paying by credit card advise the Centre Manager of the details. Deposits are non-refundable but see below. Cheques made payable to "The Christian Endeavour Holiday Centres Ltd." Bookings are not transferable without prior agreement with the Company.

As deposits are non-refundable we advise strongly that you take up the option of the Personal Holiday Cancellation Scheme. If the option is taken up we will reimburse the normal deposit less a £5 administrative charge per booking. Such reimbursement is subject to you paying £5 per person per week which is included in your normal deposit unless you have indicated to the contrary.

In the event of the cancellation of a holiday with less than 28 days notice, the Company reserves the right to impose a cancellation charge.

Special diets will whenever possible be catered for Centre Managers MUST however be informed either when booking or at least two weeks prior to holiday.

We do not make a charge for single rooms but do reserve the right to restrict the number of double/twin rooms we reserve for single occupancy where a supplement is payable.

Where car parking is provided, car parking is entirely at the owners risk.

ALCOHOLIC DRINKS or SMOKING are NOT ALLOWED at any of our centres.

Senior citizens are regarded as being 60 years of age and over.

Pets are not allowed on our premises. Guide dogs/registered assistance dogs only are allowed on our premises. No pets to be left in cars on Company Car Parks.

Guests who require medical or physical assistance or are unable to vacate the premises by themselves in an emergency must be accompanied by a responsible friend or relative at all times.

If in exceptional circumstances we are unable to offer the accommodation booked, a full Refund will be given unless alternative accommodation is agreed.