



# Carronvale House

## Conference & Recreation Centre

### TERMS & CONDITIONS

#### Day Bookings

##### 1) DEPOSITS/CANCELLATION

- All bookings are initially provisional and will be held for 7 days from the date of the initial booking, if no correspondence, eg completed Function/Accommodation Booking Form or email, is received in this time it will be assumed that the booking is no longer required. Verbal confirmation is not acceptable.
- Should cancellation occur 8 to 21 days before the date of the course/seminar/event, a cancellation fee of £100 will be invoiced. Where final invoice would have been less than £100 a charge of 25% will be made.
- Cancellation within 3 - 7 days of the event will incur 50% cost and cancellation within 48 hours will incur full cost.

##### 3) BOOKING

- An estimate of numbers attending is required at time of booking. Any significant changes in these numbers to be notified to Centre Manager as soon as possible. Final numbers should be communicated one week prior to course/seminar/event date(s). These numbers will be used for compiling the final invoice unless numbers increase in which case the greater number will be used for invoicing.
- Where there are individually designed packages, these will be confirmed in writing.
- The Centre reserves the right to cancel or refuse any booking at anytime.

#### Residential Bookings

##### 1) DEPOSITS

- All bookings are initially provisional. To secure a provisional booking a deposit of £400 will be due within 14 days.

##### 2) CANCELLATION

- Should cancellation occur 3 to 6 months prior to dates booked 50% of estimated final invoice will be charged. Within 1 - 3 months the charge increases to 75% and within 28 days the full amount will be charged.

##### 3) BOOKING

- An estimate of numbers attending is required at time of booking. Any significant changes in these numbers to be notified to Centre Manager as soon as possible. Final numbers should be communicated one week prior to course/residential dates. These numbers will be used for compiling the final invoice unless numbers increase in which case the greater number will be used for invoicing.
- Where numbers exceed 50 then that group will have use of the following rooms; Staff Room, Lounge, Conference Room, Lecture Room and Seminar Room. Where groups are less than 49 in number, use of rooms will be restricted to allow for other groups to also use the facilities.
- Where there are individually designed packages, these will be confirmed in writing.
- There is a single room supplement of £12 inc vat per person per night.
- The Centre reserves the right to cancel or refuse any booking at anytime with the deposit refunded in full.

#### Day Groups and Residentials

##### 4) CONDUCT

- All persons attending the course/seminar/event shall be the responsibility of person named on the booking form. The organiser is responsible for ensuring that all members of group conduct themselves in an orderly manner.
- Child protection procedures to be adopted by groups working with young people.
- The Centre reserves the right to charge for any damage to property or normally unnecessary cleaning bills as a result of poor conduct shown by persons using the facilities.
- No activity will be undertaken which will place any person in danger or which will create a hazard to health and safety of other users.

##### 5) RECREATION CENTRE TERMS & CONDITIONS

- Block Bookings: One weeks notice is required for cancellation or current hourly rate will be invoiced to address on application form.
- Block bookings: One or more no shows result in the block booking being cancelled thereafter.
- Only suitable footwear will be worn within the Recreation Centre and All Weather Surface.
- No activity will be undertaken which will place any person in danger or which will create a hazard to health and safety of other users.
- The setting up and dismantling of equipment will be undertaken during the booking period.
- Operating times are 9am - 10pm only.
- Carronvale reserves the right to cancel a booking when circumstances dictate

##### 6) LIABILITY

- The Boys' Brigade is not responsible for the safety, loss or damage to personal belongings and suitable arrangements should be made by the owner to insure items of value when away from home.

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