



BY APPOINTMENT TO THE KING OF KINGS
SERVING YOUNG PEOPLE
FOR OVER ONE HUNDRED YEARS

**URBAN
SAINTS**
WESTBROOK



Booking form and agreement

Thank you for choosing Urban Saints Westbrook for your event.

*The following terms and conditions will apply to your booking (to the exclusion of any other terms and conditions which you may purport to apply), and you are asked to read them carefully before filling out this form, signing it and returning it to us along with the appropriate deposit.
YOUR BOOKING IS NOT CONFIRMED UNTIL YOU HAVE DONE SO.*

Name of group

Address (where appropriate)

..... Post Code

Have you used the CCI venue finding service to make this booking? Yes/ No

Do you have an Urban Saints 'Energize' subscription? Yes/ No

(Please be aware that all schools, and groups which do not hold a current Urban Saints 'Energize' subscription, will have VAT at the current rate added to the fees shown below)

Group leader.....

Contact address

..... Post Code

Telephone Number

Mobile

Email

Group details and Safeguarding:

Number of Children aged 8 years old and above	
Age Range	
Number of Adults	
Arrival Date	
Departure Date	
Preferred Area/s of the house <i>delete as appropriate</i> Solent View The Flat The Dunny Ground Floor Whole House Marquee	
Safeguarding Arrangement <i>delete as appropriate</i> Paragraph 14(a) applies Paragraph 14(b) applies	

2019 Fees

Standard Fees:

High Season (1st April to 30th September) - £32 per person per night

Low Season (1st October to 31st March) - £28 per person per night

These fees cover your bed and board and include three meals a day, from dinner on the day of your arrival to lunch on the day of departure.

Children:

Under 5's are free

5, 6 and 7 year olds will be charged at 75% of normal cost

8 year olds and above will be charged at full price

Day Visitors to groups in residence:

£17.50 per day (to include lunch and supper)

Campers:

£5 per person per night (to include access to games room toilets, showers and kitchen)

School Fees:

High Season (1st April to 30th September) - £35 per person per night

Low Season (1st October to 31st March) - £31 per person per night

These fees cover your bed and board and include three meals a day, from dinner on the day of your arrival to lunch on the day of departure, and washing up after meals.

Calculation of Total cost and Deposits:

Total number of Adults and Children aged 8 years old and above	
Price per person per night	
Total number of nights	
Accommodation Cost (being total number of guests x price per person x number of nights)	
ACTIVITY AND ADDITIONAL COSTS:	
Act of Faith/collective worship session (schools) (FREE)	Yes No
Discipleship session (youth groups) (FREE)	Yes No
Swimming @ £25 per hour	
Tree climbing @ £10 per person	
Lazer tag @ £4 per person	
Bushcraft @ £3 per person	
Ecology and conservation @ £3 per person	
Orienteering @ £3 per person	
Total cost	
Initial Deposit (being 5% of the Total Cost	
Further Deposit (being 45% of the Total Cost	

TERMS AND CONDITIONS

1. To Secure your booking

To confirm your booking and to ensure that we have the correct information for your visit you must return the booking form within 14 days. Bookings are provisional until this contract is signed and the Initial Deposit is paid in full and we reserve the right to release the space to other parties.

2. Number of attendees

When confirming numbers on the booking form, please ensure that they are realistic in relation to your event. We understand that numbers can change and with this in mind we allow an **uncharged 10% underage** when numbers of attendees fall below the number of attendees you contract provided that this is communicated to us writing more than 14 days prior to the event.

The number of attendees for which you contract, less the permitted underage - if applicable, will be used as the minimum for our invoices and will be subject to our cancellation policy as detailed below. Additional attendees will be charged at the normal rate should there be capacity for them. Please note that;

- We endeavour to allocate available areas of the house by floor. If your group has 50 attendees or less, we will endeavour to locate you either in the upstairs section of the house (Solent View and the Flat) or in the downstairs section of the house (The Dunny), and will hire the unused accommodation area to another group.
- When two group share the house the ground floor rooms, Laing room, marquee, Headingly lounge, Springvale lounge, swimming pool and other activities are apportioned on a case by case basis, at the discretion of Urban Saints.
- Exclusive use of the Whole House may be requested. This gives exclusive use of the house, but not the Laing room, the swimming pool, the marquee or the grounds. If you request 'Whole House' please be aware that you will be charged for a minimum number of 70 guests.
- In the summer months we, from time to time, accommodate campers on-site. The camping price includes non-exclusive use of the Laing room.

Please bear the above in mind when booking as we reserve the right to hire unused areas of Westbrook to other users and may not be able to accept additional guests in excess of your contracted number if house space is not available. House space and availability is judged at our absolute discretion.

3. Activity costs

The Activities you contract to in the "Calculation of Total Cost and deposit" section of the booking form, are used to calculate the Total Cost against which your Initial Deposit and Further Deposit is calculated. Variations and amendments to your activity programme may be made before your Total Cost balance is due, 60 days before your event, at no cost.

4. Deposits, invoicing and payments

Provisional bookings are held on our calendar for no more than 14 days. To secure a confirmed booking signed copies of this booking form and agreement, incorporating our terms and conditions, and the Initial Deposit are required.

In the event that your event falls less than 3 months after your booking is made 50% of the Total Cost must be paid in place of the Initial Deposit referred to in the preceding paragraph.

In the event that your booking is made more than 3 months in advance of your event the Further Deposit must be paid no later than 3 months and one day before you visit.

Payment of the balance of the Total Cost, including additional costs, activities and additionally costed provisions must be made not less than 60 days before your event.

No later than 2 weeks following your visit we will issue a final statement which may include an additional invoice taking account of any final adjustments included but not limited to; breakage costs, rearranged activities, minibus usage and other necessary variations. Payment of this final statement is due within 14 days. In the unlikely case that you have overpaid, in line with clause 2 of this document, a refund will be issued.

5. Cancellations or amendments

In the unfortunate event that you cancel or reduce your numbers beyond the agreed underage, cancellation/amendment fees will be charged in accordance with this clause. If you cancel or a reduction in numbers leaves a booked section of the house vacant we will use reasonable endeavours to resell the space and, if successful, any payments received for such space sold will be taken into account, based on the applied percentage, when calculating your cancellation or amendment fee. All cancellations and amendments must be confirmed to us by post or email and a reference number obtained. On receipt of this confirmation the

notice period becomes effective and excess space will be released for re-sale. Fees for cancellations are calculated as detailed below and are based on the total value of the confirmed booking. Fees for reductions in number are calculated as detailed below and are based on the difference in the numbers of attendees you contract to bring and the number of attendees at your event.

<u>Period of notice given before event arrival date:</u>	<u>Cancellation/amendment Fee:</u>
91-120 days	25%
90-30 days	50%
29-7 days	75%
6-0 days	100%

6. Final Confirmation of attendees

To enable us to organise your event successfully please send us, no later than **7** days prior to your event;

- a. A full list of all attendees, including leaders
- b. A rooming list
- c. A list of any special dietary requirements
- d. Information on any attendees with additional needs that need to be taken into account in the case of emergency, this includes SEN, mobility, deaf and hard of hearings, visual impairments, pre-existing injuries (for example limbs in plaster).
- e. Information on any such activities you intend to bring to site which require additional insurances, statutory inspection or accredited training to run.

7. Minimum numbers

Bookings are subject to the venue's minimum number being reached, which is 15 guests for two nights, or 30 guests for one night.

8. Event rooms, dorms and facilities

Delegate numbers will be taken into consideration when allocating your rooms. We reserve the right to change allocated rooms and advertised facilities at our absolute discretion and to vary our brochure from time to time. No liability is accepted for any errors or omissions in our brochure.

9. Damage

You are responsible for all allocated rooms during the period of the booking. Any damage to the facilities or their contents incurred as a result of the acts, omissions or default on the part of yourself, your guests, employees, subcontractors or representatives or their guests, may result in a charge to compensate such damage. You, your guests, employees or third-party subcontractors will be liable for the cost of repairs carried out as a result of any damage caused to any property or equipment owned by Urban Saints by the negligence, wilful act or default of any such person. Urban Saints Westbrook accepts no liability for the loss or damage to any equipment or personal belongings brought onto the property by you, your guests, employees or associated third parties.

10. Activities you bring to site, compliance and liability

Any activities you wish to carry out require the authorisation of Urban Saints management present at the time. For certain activities additional insurance, liability certificates, risk assessments and health & safety documentation will be required before proceeding. You must provide us with such evidence of insurance, statutory checks and competency in operation as we may in our discretion reasonably require before you bring high risk activities (including, but not limited to, inflatables) to site. All of the equipment you bring to site must be safe, fit for the purpose for which it is intended and properly maintained.

No alcohol, food or beverage may be brought on site, by or on behalf of you or your guests, to be sold, unless prior written consent has been obtained from the management, for which a charge may be made.

So far as is permitted by law, Urban Saints limits and excludes liability to you, your guests, employees and third-party subcontractors as follows;

Any equipment bought to any Urban Saints premises by you, your guests, employees or third-party subcontractors is bought by that person at their own risk and you will indemnify us against all liability arising in connection with the use of the equipment. You and any third-party subcontractors employed by you and your guests for the purpose of organising and providing additional external events must comply with all applicable statutory requirements including health and safety regulations and Urban Saints Health & Safety and site security policies and to provide liability insurance appropriate to the risks involved, appropriate method statements, risk assessments, licences and demonstrate additional competency skills required to manage the event, in compliance with health and safety. Urban Saints shall not be responsible for the damage or loss of any merchandise or articles left at any of its premises. Urban Saints reserves the right to request sight of such documentation, insurances and method statements etc. it considers necessary before allowing an activity to take place on site. Urban Saints reserves the right in its absolute discretion to require immediate cessation of any such activity it judges to be unsafe, uncompliant or with the potential to bring reputational damage to

Urban Saints You shall be responsible for any copyright infringement that occurs on any Urban Saints premises and that arises as a result of your actions or omissions and you will indemnify us against all liabilities arising in connection with such infringement.

11. Late payment

In the event that you fail to pay an invoice when it falls due, we reserve the right to charge interest on a daily basis from the date of the invoice to the date full payment is made. This shall be in accordance with the *Late Payment of Commercial Debts Act 1990* at 18% above the Bank of England base rate. In the event that invoices are outstanding for longer than 60 days, we may at any time cancel all your bookings and all outstanding invoices will become immediately due and payable.

12. Termination

In the event that you become bankrupt, cease to trade, have a receiver appointed or make any voluntary arrangement with your creditors, we shall be entitled to immediately terminate this contract by giving notice in writing to you or your representatives. Please be aware, our cancellation policy will still apply. Urban Saints Westbrook reserves the right to terminate contacts at any point, for any reason.

13. First Aid arrangements

All visiting groups attending the Centre must bring with them a trained, nominated first aider, along with necessary first aid equipment, and pertinent medical information on attendees in residence. The nominated first aider holds the prime responsibility for first aid treatments of all young people and group leaders in residence as part of your group. Urban Saints will provide such assistance as is reasonably practicable to your nominated first aider.

14. Closed Circuit Television (CCTV)

Urban Saints Westbrook uses CCTV to monitor communal areas of the site, the office and the perimeter of the main building. The footage is retained for security and safety reasons and deleted after 15 days. In the event of a reported incident, the Director may authorise a review of the footage, retaining the footage, and any sharing of relevant footage with agencies such as the Police or our insurers. Our CCTV policy is available upon request.

15. Safeguarding

All disclosures related to safeguarding which occur on site, must be reported to the on Duty Manager.

a) Urban Saints, Energize plus and Crusader groups

Urban Saints Westbrook takes its responsibility to safeguard children and vulnerable adults very seriously. You must sign, ascribe to and uphold at all times the standards set out in the Urban Saints Safeguarding Statement and Policy (provided with this document). If you have questions or queries regarding this, please contact the Urban Saints Safeguarding Co-ordinator [safeguarding@urbansaints.org or 01582 589850]. In the case of a safeguarding disclosure being made to a member of the Westbrook team the Westbrook team will deal with the matter in accordance with the Urban Saints safeguarding policy.

b) Schools and non Urban Saints affiliated groups

Urban Saints Westbrook takes its responsibility to safeguard children and adults at risk very seriously. You must sign, ascribe to and uphold the standards set out in the Urban Saints Safeguarding Statement (provided with this document) as a *minimum* standard. You must in addition at all times abide by and apply your own safeguarding policy for the duration of your stay at Westbrook. [Please note that the Urban Saints Safeguarding Statement is NOT a safeguarding policy but rather a framework document which denotes what Urban Saints considers to be an acceptable standard of safeguarding. Please forward a copy of your Safeguarding Policy for us to review no later than 60 days before your event.] If you are unsure of whether your policy meets the standards set in the Urban Saints Safeguarding Statement or have questions or queries regarding this, please contact the Urban Saints Safeguarding Co-ordinator [safeguarding@urbansaints.org or 01582 589850]. In the case of a safeguarding disclosure being made to a member of the Westbrook team, the Westbrook team will liaise with the group leader, regarding further actions. In the case that the disclosure involves a teacher or leader in residence at Westbrook, Westbrook will contact such appropriate persons with the authority to carry out further investigations. (e.g. Head teacher, Diocesan Safeguarding officer, Vicar, LADO). Westbrook will also consider seeking the advice of Urban Saints' Safeguarding Consultants, Thirtyone:eight, to explore the most appropriate course of action, and also confirm their advice in writing. The existing Information Sharing Agreement between the two organisations allows for the Urban Saints Safeguarding Co-ordinator to receive a copy of the advice given and follow up appropriately on the action taken

16. Data Usage

Urban Saints needs to hold certain information on you and those attending your event to ensure safety, security and to fulfil your booking contract. Please refer to our privacy policy for details on how and why we

collect this information and how we use it. (<http://www.urbansaints.org/privacy>) If you have questions or concerns that your data has been improperly used you may contact Urban Saints Data Protection Officer DPO@urbansaints.org

17. General

No failure or delay by us in exercising any of our rights under this contract shall be deemed to be a waiver of that right. In the event of circumstances beyond our control resulting in us being unable to provide our services, we shall have no liability in respect of any losses or damages arising directly or indirectly from such circumstances. Should the client contract with Urban Saints Westbrook Centre through an agent, the agent acts in that capacity for the client and not for Urban Saints Westbrook. The client therefore accepts full responsibility for payment of the account. This contract shall be governed by the laws of England and Wales.

All bookings are subject to these terms & conditions which may not be varied except by written agreement of the management.

*All reference in days means calendar days.

I hereby agree to these Terms & Conditions:

On behalf of:	On behalf of: URBAN SAINTS
Authorised signature:	Authorised signature:
Print name:	Print name:
Date:	Date:

Urban Saints Centre, Westbrook, Oakhill Road, Ryde, Isle of Wight PO33 1PU
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westbrook.urbansaints.org

Urban Saints is the operating name of The Crusaders' Union, a company limited by guarantee and registered in England & Wales, company number 07771037, charity number 1144923 and in Scotland, charity number SCO39313.