

TERMS & CONDITIONS
Carronvale House

General

Carronvale House reserves the right to alter the "Terms and Conditions" at any time.

Conference/Meeting Bookings

All bookings are initially provisional and held for **14** days from the date of the initial enquiry. You will be requested to confirm your booking by means of a **20% non-refundable deposit** of the total cost, with a **signed Booking and Terms & Conditions forms**. If the deposit or signed forms are not received by the agreed 14 day, the booking will be automatically released

Should cancellation occur 8 to 21 days pre the event date, a cancellation fee of 75% will be invoiced.

Any booking cancelled 7 days pre arrival will incur a 100% cancellation fee of the entire booking

An estimate number of delegates/guests attending is required at the time of booking. Any changes in delegates/guests' numbers, notify Carronvale House as soon as possible. Final numbers should be communicated one week prior to course/seminar/event date. Amendments will be used to revise the final invoice.

Full payment is required 7 days prior to the date of arrival course/seminar/event

Where an agreement is in place between Carronvale House and 3rd Sectors/ The Boys Brigade, payment and T&Cs may differ

All quotes are valid for 28 days, if not confirmed, will need to be requoted.

We will not hold a tentative booking until confirmed

The Centre reserves the right to cancel or refuse any booking at any time

As from the 1st January 2023 all booking payment by Visa, MasterCard, Debit Card or Bank BAC Transfer only. (We do not accept American Express) **cash or cheques will not be accepted.**

All bookings are subject to VAT at the standard rate

Residential Bookings

All bookings are initially provisional and held for **14** days from the date of the initial enquiry. You will be requested to confirm your booking by means of a **20% non-refundable deposit** of the total cost, with a signed **Booking and Terms & Conditions forms**. If the deposit or signed forms are not received by the agreed 14 day, the booking will be automatically released

The remaining 80% must be paid at least (4 weeks) pre arrival date

Final numbers should be communicated two weeks prior to course/residential dates which will be used for the final invoice, unless numbers increase, in which case the greater number will be used for invoicing.

When booking within 1 month of arrival 100% to be paid at time of confirmation.

For groups of 40 or above, exclusive use of the main house.

Where groups are less than 39 in number, use of rooms will be restricted to allow for other groups to also use the facilities.

Exclusive use of the main house and or the grounds is subject to availability and at the discretion of the Manager. Charges and minimum numbers apply.

A Single room supplement per person per night will be applied on application.

All quotes are valid for 28 days, if not confirmed, will need to be requoted.

We will not hold a tentative booking until confirmed

As from the 1st January 2023 all booking payment by Visa, MasterCard, Debit Card or Bank BAC Transfer only. (We do not accept American Express) **cash or cheques will not be accepted.**

Where an agreement is in place between Carronvale House and 3rd Sectors/Public Sectors/ The Boys Brigade, payment and T&Cs may differ

Please Note

Residential arrival **4pm** onwards, earlier checkin by prior arrangement only, an extra charge may be incurred

All bedrooms must be vacated by **10am** on the day of departure

Cancellation charges

If you need to amend a booking, please advise immediately by e-mail or phone.

If you wish to increase numbers, please ensure you contact us immediately to check availability. If no advance notification given, Carronvale House reserves the right to refuse.

The cancellation charges apply to your booking

More than 8 weeks (57 days or more) 50% of total cost

8 – 4 weeks (56- 29 days) 75% of total cost

4 – 0 weeks (28 - 0 day) 100% of total cost

If the Centre can re-sell the space, these charges may not apply.

An estimate of numbers attending is required at time of booking. Any significant changes in numbers to notified to Centre Manager as soon as possible. Charges may apply, see above.

The Centre reserves the right to cancel or refuse any booking at any time with the deposit refunded in full.

All bookings are subject to VAT at the standard rate

General Information

All persons attending the course/seminar/event shall be the responsibility of the person named on the Booking Form.

The organiser is responsible for ensuring that all members of the group conduct themselves in an orderly manner.

The laminated instructions in all meeting rooms should **either** be read to/**or** read by all guests.

All dirty footwear and wet weather clothing should be left outside the front door or in the entrance hall.

Only assistance dogs are welcomed and is essential that Carronvale House is advised at time of enquiry.

Guests with Disabilities and Medical Conditions. Advise at the time of booking, where possible we will endeavour to meet your requirements. The Carronvale Team cannot assist with personal needs.

Coronavirus, and other respiratory infections such as flu, can spread easily and cause serious illness. If you have symptoms of a respiratory illness, high temperature or do not feel well, please do not travel to Carronvale House. If you become unwell during your stay, advise one of the team immediately.

Child protection procedures must be adopted by groups working with young people

The Centre reserves the right to charge for any damage to property or additional cleaning which is incurred

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.

Care is to be taken with all furniture and equipment belonging to Carronvale House and must be put back in the same place or returned to the office before departure.

We do not accept bookings for Stag/Hen OR Wedding parties.

Liability

Carronvale House OR Boys' Brigade is not responsible for the safety, loss, or damage to personal belongings. Suitable arrangements should be made by the owner to insure items of value when away from home.

Circumstances Out with Our Control

Carronvale House cannot accept any liability and will not consider payment of compensation where a booking could not be fulfilled due to circumstances which we could not have been foreseen or avoided. Such events may include but are not limited to a pandemic such as COVID-19, strikes or other natural disaster, fire, closures of airports, quarantine, or other events outside our control.

We advise all parties seek Travel insurance advise pre arriving.

Sports Centre

Block bookings: one week's notice is required for cancellation or current hourly rate will be invoiced to the address on the Booking Form.

One or more no shows will result in the block booking being cancelled thereafter.

The booker is responsible for the general behaviour of guests and the building/s must be left as they were found.

Only suitable footwear is to be worn in the Sports Centre and on the All-Weather Pitch.

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 House reserves the right to cancel or refuse any booking at any time.

All bookings are subject to VAT at the standard rate

I hereby agree that I have read and understood the Terms & Conditions

Name of Group: _____

Contact: _____

Date/s of Booking: _____

Signed: _____