



## **Carronvale House – Terms & Conditions**

### **1. General**

Carronvale House reserves the right to alter these Terms & Conditions at any time.

All bookings are subject to **VAT at the standard rate**. Payment can only be made via **Visa, MasterCard, Debit Card, or Bank BAC Transfer**. American Express, cash, or cheque are **not accepted**.

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

### **2. Conference and Meeting Bookings**

#### **Quotes:**

All quotes are valid for **7 days**. Tentative bookings will not be held without confirmation.

#### **Booking Confirmation:**

All bookings are provisional until a **20% non-refundable deposit** and signed Booking Form are received. If not received by the agreed date, the booking will be released.

#### **Cancellation Fees:**

- 8–21 days prior to event: **75% of total cost**
- 7 days or less: **100% of total cost**

#### **Guest Numbers:**

Estimated numbers must be provided at booking. Final numbers are required **2 weeks prior** to the event and will determine the final invoice.

#### **Payment:**

Full payment is due **7 days prior to the event**.

#### **Special Terms:**

Different terms may apply for **3rd Sector organisations or The Boys' Brigade**.

### 3. Residential Bookings

#### Quotes:

All quotes are valid for **7 days**. Tentative bookings will not be held without confirmation.

#### Booking Confirmation:

Requires a **20% non-refundable deposit** and signed Booking & Terms forms within 14 days.

#### Final Numbers:

Final numbers must be confirmed **2 weeks prior**. Any increase in numbers will be invoiced.

#### Payment:

- Remaining **80%** due **2 weeks before arrival**
- Bookings within 1 month of arrival: **100% due at confirmation**

#### Group Use:

- 35+ guests: exclusive use of main house
- Less than 35 guests: room use may be restricted  
Exclusive use is **subject to availability, manager approval, and additional charges**.

#### Cancellations:

- More than 8 weeks (57+ days): **50% of total cost**
- 4–8 weeks (29–56 days): **75% of total cost**
- Less than 4 weeks (0–28 days): **100% of total cost**  
Charges may **not apply** if the space can be re-sold.

#### Special Terms:

Different terms may apply for **3rd Sector organisations or The Boys' Brigade**.

#### Arrival & Departure:

- Check-in from **4:00 PM**; earlier by arrangement (extra charge may apply)
- Check-out by **10:00 AM** unless otherwise agreed

#### Room Supplement:

Single room supplement may apply per person per night.

### 4. General Information & Responsibilities

- Organiser is responsible for all attendees' behaviour
- Follow instructions in meeting rooms
- Leave dirty footwear and wet clothing at the entrance
- Only assistance dogs allowed; notify Carronvale House at enquiry
- Guests with medical conditions or disabilities must inform the Centre
- Do not attend if experiencing respiratory illness
- Child protection procedures must be followed by groups working with young people
- Charges may apply for property damage or extra cleaning
- Furniture and equipment must be returned to original place
- **Stag, hen, and wedding parties are not accepted**

## 5. Liability & Circumstances Beyond Our Control

- Carronvale House and The Boys' Brigade are **not responsible** for loss, theft, or damage to personal belongings
- Guests are **advised to arrange insurance**
- No compensation for bookings affected by unforeseen events (e.g., pandemics, strikes, natural disasters, fires, airport closures, quarantine measures)

## 6. Sports Centre Bookings

- One week's notice required for cancellation of block bookings; otherwise, hourly rate invoiced
- Repeated no-shows may result in cancellation of block booking
- Clubs responsible for attendees' behaviour
- Buildings must be left as found
- Only suitable footwear may be worn
- Equipment setup and dismantling must occur during booking period
- Operating hours: **9:00 AM – 9:00 PM**
- Carronvale House may cancel or refuse bookings at any time

## 7. Contact Information

For enquiries or bookings:

**Email:** [info@carronvalehouse.co.uk](mailto:info@carronvalehouse.co.uk)

**Phone:** +44 7324 562 800