

St Madoc CYC – Booking Conditions 2017: Schools

Bookings can be made by phone, email, online, or by post. Such bookings are accepted subject to availability and are **held for a period of 14 days pending submission of booking form and payment** of a non-returnable deposit. Failure to comply may mean your booking is lost.

Deposit payable is £200 for a full week's booking (4 nights/5 days), or £50 per night for shorter bookings. Deposit payment must be made for all nights, or days booked.

A booking should not be considered finalised until you have received confirmation by email of the details of dates booked and payment made.

We reserve the right to refuse or accept bookings and also to cancel bookings at any time for any reason.

Generally speaking we will not require school groups to share. However, if a group believes it will bring less than 15 children, we may request that a site share with another well matched school is offered.

Please note, unless you guarantee to pay for more than 65 you will not be permitted to use all the dorms, rather we will allocate rooms after discussion with a teacher or administrator of the school prior to your arrival. We do not allocate children to rooms, rather expect that once rooms to be used are identified, teaching staff will make such decisions, based on their knowledge of the needs of the children in their care.

If a site share is available, you will not be asked to share dormitories, either as staff, or children. Each group will be allocated a chill space, being either the chapel, or the Sunley Room, whilst shared use of the main dining room would be expected. It may mean that use of sports hall, fire pit and outside sports areas will need to be negotiated with another group.

We reserve the right to increase prices at any time. Any increase will be notified to the group leader/responsible person via email in the first instance.

Invoices will be calculated on the basis of the total number of children and billable adults booked and agreed or the total number accommodated, whichever is the greater. Invoices will be forwarded for payment within a week of departure, via email.

We offer a Bursary scheme, meant to assist those children from families for whom the cost of the trip would be prohibitive. Our general guide is that a child in receipt of Free School Meals would meet the criteria. However, we request that the name of any child claiming this needs to be notified to us, and in advance of arrival.

We offer one Free Staff Place per ten full paying students. Please note, that if you have many FSM children, this may mean you will be asked to pay for one or more staff places.

No reductions/refunds will be made in respect of individuals leaving early. Any breakages or damage will be charged at cost plus repair and will be invoiced accordingly.

We welcome extra teachers, governors, or others joining the group for evening sessions. However, please notify us during the day (or sooner), particularly if an evening meal is required. This will be charged at cost, currently £4.50 for two courses.

This invoice is due for payment within 21 days and should be sent to: The Camp Manager, St. Madoc Christian Youth Camp, Llanmadoc, Swansea SA3 1DE. Cheques are payable to St Madoc CYC Ltd. However, bank transfer is preferred: Lloyds Bank, Sort Code: 30-95-46, Account: 00557803.

There will be a charge of £7.50 for each letter/call made to chase outstanding invoices. This will commence as soon as 21 days have elapsed from date of issue of the invoice.

Group leaders are asked to be realistic in confirming the numbers they are likely to bring. Please note that subject to our cancellation policy below, groups defaulting on numbers **will be obliged to pay for the minimum number of places agreed in advance.**

Whilst we would encourage all visitors to make use full and active use of our site, we do recognise that for those with limited movement, the site generally will hold significant restrictions. However, we do provide one disabled access, en-suite bedroom. In addition, all areas of the new build are accessible to those with limited mobility, and

there is a further disabled access toilet within the main building. If you intend to bring visitors with limited mobility we would suggest you visit the site first to ascertain its suitability for your group/specific individuals. Similarly if you wish to use the disabled access bedroom please advise us at the time of booking.

School groups can occupy the centre **from 10.00 hours** on the day of arrival and must vacate the centre not later than 13:30 hrs, on the day of departure. Other arrival and departure times may be secured after discussion with administrative staff, and in advance.

Cancellation:

In the event of cancellation a charge will be made as follows:

Six months or more before arrival date:	Deposit is lost
Within 84 days (12 weeks)	40% of minimum, minus deposit
Within 56 days (8 weeks)	60% of minimum, minus deposit
Within 42 days (6 weeks)	95% minimum, minus deposit

Should we manage to sell a cancelled week to another group, we may, at our discretion, refund any monies forfeited under this policy.

Users should ensure that they have appropriate insurance cover and meet current legislation when taking groups on holiday. Please contact the office for further information.

Supervision:

Group leaders are responsible for ensuring high standards of conduct with their groups. St Madoc Christian Youth Camp reserves the right to ban any guests who persistently ignore the rules or act in a manner likely to affect the safety, comfort or well being of other guests or staff.

Such activities may include, but not limited to the following: Taking illegal drugs; tampering with electrical equipment/lighting; tampering with fire alarm systems (including covering or removing smoke detectors); letting off fire extinguishers; aggressive behaviour towards staff or guests; fighting; theft; entering accommodation assigned to other groups without permission.

All groups must have a minimum leader/participant ratio of one leader for every ten child participants; mixed sex groups should have leaders of both sexes. Group leaders accompanying the group are responsible for the discipline and behaviour of the group at all times. Group leaders are responsible for all damage caused by their action or the actions of those in their group.

For most schools St Madoc Centre staff will run the programme throughout the day, starting at around 8:45, and departing at 19:00. However, we request that teaching staff stay with the group during these times, as activities planned may require your support, and/or intervention. We would ask that whenever possible such staffs are fully involved in activities, rather than standing away from the experience.

Therefore we request that planned absences (needing to return to school, or take a fixed break) are notified to us a week in advance, so that we have time to re-arrange our programme if necessary.

A few schools take the children away from site for another specific activity. Again, if you are going to do this, please advise us at least one week before arrival, giving departure and return times, so we can plan accordingly. Also, if you are bringing other organisations on site for evening entertainment, please let us know in advance.

Any accidents to individuals or camp property must be reported to the Centre Manager/Office and appropriate action, as directed by the Centre Manager, must be followed.

Any wilful damage, breaking of the terms and conditions or non-payment of account could prevent future bookings being accepted.

Out of respect for other users, and for local residents, noise should be kept to an absolute minimum between 23:00hrs and 8:00hrs.

General Rules:

Consumption of alcohol on site is restricted. We do not permit drinking among young people. However, we recognise that alcohol is sometimes used as part of a meal, or during relaxation for adults/supervisors of the groups. However, any drunken or disorderly activity may result in the individuals concerned, or in certain circumstance, the entire group, being asked to leave with immediate effect. In such instances, there would be no refund.

In accordance with the law, smoking is not permitted in any buildings. Whilst we do not endorse smoking, we recognise that some individuals will feel the need to smoke during their stay at the centre. We ask therefore that

this is done away from buildings, and in particular away from bulk gas storage tanks. All matches and cigarette ends must be disposed of appropriately, away from paper and other combustible materials.

Drugs, other than prescription, are not allowed on site. Please contact the office before arrival if this may be an issue for members of your group.

In line with our Christian ethos, witchcraft and occultism are not permitted at the site.

We would strongly discourage users bringing dogs onto site. However, providing they are kept on a lead and under control at all times, well behaved dogs will be permitted to visit the site. Dogs must not be taken into dormitories at all and therefore appropriate measures must be taken for them to sleep in cars/outside. A charge per night of £5 per dog is made.

There is no charge for Aid Dogs, although they too should remain on leads, and they are permitted in dormitories.

Large ball games are not permitted inside any buildings, with the exception of the sports hall. When available pool and table tennis may be played in the dining room, but must be supervised by adults, and any damage caused by inappropriate play will be added to the invoice.

No ball games are permitted in the Quad.

Health and Safety:

Customers are reminded that this is a natural site. There are inherent dangers in the woods, and elsewhere, by way of poisonous flora and fauna, and likewise danger of stumbling or falling in any of our open areas, due to rabbit holes, fallen trees, vegetation, as well as from the cliffs.

The beach area should always be entered with caution. Whitford Bay beach is not safe for access to the water. Dangerous currents exist, particularly on the ebb tide and at low water.

Please note that children and young people should always be monitored when playing in and around both beaches.

The tides can be unpredictable. If you need access to out lying areas of the beaches, please check with the office where details of tide times etc can be provided.

Children under 16 are not allowed in the kitchen, or the servery at any time. No staff members are allowed in the washing up area, or kitchen during meal preparation. We provide a separate kitchenette where drinks and snacks can be made, should this be necessary during these times.

Children under 16 must be supervised in the Washing Up area.

Please note that occasionally farm animals may enter the site. In most cases they will stay away from members of the public. However, they can carry pests, and their faeces carry diseases hazardous to human health.

Whilst it is not a legal requirement, in the interests of health and wellbeing, for any school not using our catering team, we would recommend that at least one member of the team has attended a basic Food Hygiene Course.

St Madoc Christian Youth camp does not provide medical personnel or first aid equipment for general use.

General Responsibilities:

All users must leave the camp in a tidy condition to the satisfaction of the Centre Manager. Self-catered groups are charged £30 towards cleaning costs incurred but basic clearance of rubbish is expected, and any furniture, or bedding moved, should be returned to its original location. An additional charge of £20 may be made to groups failing to carry out this basic exercise. **Where blankets are supplied please do not take them outside.**

All cars once unloaded should be parked in one of the three car parks, and not left on the track or verges. Schools arriving by coach are reminded that there is plenty of room for a coach to turn on site, and this should be clarified with the coach company before departure from school. Staff bringing cars should ensure they park in the Top car Park in order to facilitate easy turning of any coach or larger vehicle at least on arrival and departure days.

For catered schools, we operate a Dorm Inspection system. This ensures that the following are completed on the last day:

- Bins are emptied, and fresh bin liners are left in all rooms as appropriate
- All bedding (if supplied) is folded and placed on the end of beds
- Dorm windows are closed

Dorm floors are swept

For self catered groups these actions should be completed, and in addition they should ensure:

Fridges and freezers are emptied and cleaned
Dishwasher is emptied
All tables, chairs etc moved are returned

Cookers and griddle are cleaned
Floors are swept
Deep Fat Fryer is emptied of oil

For self-catered schools a Full Clearing Team may be purchased by groups in advance. Please contact the office if you wish to discuss this option.

We do have Audio/Visual equipment available in Main Hall, Chapel and Sunley Room. Equipment lost or damaged may incur an additional charge at cost.

We would ask that such equipment is only used by those who have relevant experience. Basic support can be given from the office. However, this should be notified in advance, as it will not always be available.

Some sports equipment is available for hire. This is charged at £5 per item/set of items per weekend, or £10 for a full week. This sum is non-refundable. Equipment lost or damaged may incur an additional charge at cost.

Table tennis balls are available at 20 pence each – please order in advance of arrival.

We will not tolerate wilful damage to the site's natural environment. We would also ask that all litter is collected and particularly that it is not left in any of the more public areas such as beach, fire pit or woods.

Groups are responsible for the allocation of beds within the accommodation they have booked.

No sales transactions may take place on St Madoc Christian Youth Camp premises without the written consent of the centre.

St Madoc Christian Youth camp experiences poor mobile phone coverage. In an emergency only, visitors may be contacted via the office.

Indemnities:

St Madoc Christian Youth camp assumes no liability for injury or death, damage to or loss of personal property, accident, delay, cancellation, irregularity or inconvenience caused, save where such loss is caused or contributed to by the negligence of some person acting as a servant or agent of St Madoc Christian Youth Camp.

All personal information obtained via booking forms and other sources is used for St Madoc Christian Youth Camp purposes only, and is not passed or sold onto third parties. If you wish your details to be removed from our database please contact the office.

Whilst at St Madoc Christian Youth Camp, photos may be taken for our publications or website. If any of your group does not wish to appear in any such pictures, please inform us on arrival and we will happily oblige. Individuals will not be identified.

We shall not be liable to you if we are prevented or delayed in the performing of any of our obligations to you if this is due to any cause beyond our reasonable control including (without limitation): an act of God, explosion, fire, flood or accident; war or civil disturbance; strike, industrial action or stoppages of work; any form of government intervention; a third party act or omission; failure by you to give us a correct delivery address or notify us of any change of address.

In completing a booking form, leaders agree to accept and abide by the rules and conditions of the camp, and to ensure all users and team members are so informed.

To view the policies and governing documents of St Madoc Christian Youth Camp, contact the Centre Manager or see our website. These policies consist of: St Madoc Trust Constitution - Equal Opportunities Policy - Child Protection Policy - Sensitive Data Policy - Environmental Policy.

The Trustees and the Staff of St Madoc CYC are DBS approved where required. This approval is undertaken using the administrative services offered by CCPAS (Churches Child Protection Advisory Services.) As such, St Madoc CYC operates according to the guidance and best practice highlighted by CCPAS.