

Booking Terms and Conditions for Family Self Catered 2020

1. Provisional bookings are taken by email to deerpark@girlguidingglos.org.uk and will be held for a period of 7 days. Your booking is then confirmed on receipt of the 'Booking Form for Family Self Catering 2020' and deposit. By submitting your booking form and payment, you are agreeing to the terms and conditions laid out below.
2. Family Self Catering is offered to volunteers within Girlguiding and their immediate family only. Bookings will only be accepted with the completed Girlguiding details to confirm your membership.
3. Family self catering fees are £75 per night for a minimum of 2 nights. Family self catering will take place in the Deer House on the main site and we have facilities for one family at any one time.
4. A self catering booking during Covid-19 includes sole use of the Deer House for your family. This includes one bedroom that sleeps 4 in bunks and one bedroom that sleeps 2 in beds and a further four in bunks. There is also a fully equipped catering kitchen, activity room with comfy chairs and DVD with projector, plus there are three toilets and a shower. All facilities are sanitised between bookings.
5. Families are expected to maintain good social distancing practice and good hand hygiene standards in line with [government guidance](#) and any family not adhering to this will be given one reminder. If they continue to ignore these guidelines they will be asked to leave the site. No refund will be issued under these circumstances.
6. For health and safety reasons, those staying on-site are not permitted to have day visitors. Please meet family and friends off site so that we can limit the number of people at the Centre.
7. A deposit of 30% of your booking total is required with your booking form to confirm your booking. If your visit is within 14 days then payment in full is required to confirm your booking.
8. Full payment for your booking is due 14 days prior to your arrival date.
9. Payments are taken by bank transfer only. We are not currently able to accept cash or cheques for family bookings. Bank details are available on the booking form and invoice.
10. Arrival time is after 3pm. Please indicate your estimated arrival time on your booking form so that one of our volunteers can welcome you.
11. The Deer House should be vacated by 10.30am on your departure day. Please indicate your estimated departure time on your booking form so that one of our volunteers can check you out.

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12. All visitors must report to the office on the main site on arrival and are required to confirm their details are up to date for the [NHS Test & Trace](#). They will also need to complete a Covid-19 Screening Questionnaire before they are shown to their pitch. Visitors may also choose to check in to the Test & Trace system using the QR code outside the Centre Office.
13. We're sorry but dogs are not permitted on the site.
14. The children's play area on the main site and some site activities have been re-opened. Please visit our website for more details.
15. Should it be necessary to close the site, you will be informed 24 hrs in advance (where possible) with a full refund of any monies paid.
16. If you cancel your booking, no monies will be refunded. If cancellation is within 14 days of your expected arrival date, the full balance remains payable. We would recommend visitors take out their own cancellation insurance policy.
17. In the event a family member has symptoms of or is tested positive for Covid-19, the whole family should isolate as per the government guidelines and they will not be permitted to access the site under any circumstances.
18. There is plenty of parking in the main site car park.
19. Rubbish and recycling must be placed in the appropriate bins on the main site or removed from site by the hirer. Recycling should be clean before adding to the bins. Please follow the signage onsite to sort recycling appropriately. Hand sanitiser is available for use after touching the bins.
20. Any damage on site must be reported and may be charged for. If not declared prior to departure an additional charge will be made.
21. **How we may use your personal information.** Your privacy is of the utmost importance to us . We only use personal information you provide to us in accordance with our [Privacy Notice](#). Please take time to read this document as it includes important terms which apply to you. We will use the personal information you provide to us to:
 - a) administer your booking;
 - b) process your payment; and
 - c) inform you about similar products or services that we provide, but you may stop receiving these at any time by emailing us at deerpark@girlguidingglos.org.uk

In addition, to meet with current government guidelines regarding the Covid-19 pandemic, we are required to request and store details of all visitors for 21 days after your departure to the site as part of the [Test & Trace](#) system.

