

## TERMS AND CONDITIONS

Dunford House is part of YMCA England and wholly owned in Trust by the National Council of YMCAs (England). Registered office 640 Forest Road, London, E17 3DZ. The term "Dunford" or "Dunford House" below refers severally and jointly to Dunford House Trust, Dunford House Ltd., and where appropriate to YMCA England and the National Council of YMCAs as Directors and Trustees and respectively.

1. In order to meet the requirements of the Trustees and to determine the terms applicable, the managers of Dunford reserve the right to know details of the purpose of the proposed booking and its organisers before agreeing to accept it.
2. The booking form, completed and signed by the client's representative and received, agreed and accepted by the management of Dunford House, constitutes confirmation and acceptance of booking.
3. A deposit of 25% of the quotation plus VAT should be paid six months before the booked date; failure to pay this deposit on time may be considered to be effective cancellation of the booking and Dunford reserves the right to offer the dates to another group.
4. The minimum charge payable for each booking will be based on the number of participants agreed from the booking form. Dunford will not guarantee to take additional participants above the number notified, but if accepted these will be charged accordingly. If numbers fall below the agreed amount the minimum charge will apply.
5. Charges for photo-copying, telephone calls, use of fax and other incidentals, such as secretarial services, will be added to the final invoice, if used.
6. Final payment is to be made within seven days of the invoice by a single cheque, credit card or by using the Bank Automated Clearing System (BACs).
7. In unfortunate circumstances, when it is necessary for the entire cancellation of a booking, the following cancellation charges will apply:-

6 – 3 months	25% of the quotation.
3 – 1 month	50% of the quotation.
1 mth – 11 days	75% of the quotation.
10 days or less	100% of the quotation.
8. Final numbers, participants' names, programme details and specific requirements are to be notified to Dunford at least ten days before the date of arrival.
9. Unless agreed otherwise, bedrooms will be vacated by 10 a.m. and clients will leave the house by 5 p.m. on the date of departure.
10. Dunford's point of contact with individual members of the group is through the group representative who accepts responsibility for ensuring that members of the group follow terms and conditions of the booking. Any queries or complaints from members of the group should be dealt with through the group representative. Dunford will not make refunds to individual members of a group. All financial matters will be dealt with between the group representative and the management of Dunford House.
11. If a client wishes to have exclusive use of facilities, a charge for this will be incurred and the non-refundable deposit paid with the booking form. Without such deposit and agreement, Dunford reserves the right to book shared use of the house as appropriate.
12. In consideration of our guests, we do not allow any pets to be brought into the house and grounds. Guide dogs for the blind and for the disabled are welcomed with their visually / physically impaired owners.
13. We are a licensed premises, therefore do not allow guests to bring their own alcoholic goods for consumption on the premises.
14. The group representative is responsible for ensuring that group members act in a responsible manner, comply with the Dunford House Health and Safety policy and with the terms and conditions of booking maintaining a healthy and safe environment.
15. Use of any training equipment in the woods must have prior written approval of the management of Dunford House.
16. We carry substantial public liability insurance, but do not carry cover for theft, damage or loss of guests' valuables. The National Council of YMCA's does not accept responsibility for visitors' possessions or for cars left in the car park.
17. Dunford reserves the right to make alterations to this or any other related document including brochures.

**DUNFORD HOUSE, Midhurst, West Sussex, GU29 0AF.**

**Tel: 01730 812381. Fax: 01730 817042**

**e.mail: [info@dunfordhouse.org.uk](mailto:info@dunfordhouse.org.uk) website: [www.dunfordhouse.org.uk](http://www.dunfordhouse.org.uk)**