

Booking and Cancellation Policy

Provisional bookings to stay at the centre can be made by either by telephoning, emailing, faxing or in writing. Your booking will be confirmed in writing notifying you of the 20% deposit required and remaining balance payable 3 months in advance of your visit.

Deposits paid are non-refundable following cancellation of bookings made within three months of your check-in date as spaces cannot be filled at short notice.

All cancellations will be subject to a 20% cancellation charge based on the cost of your visit. If a cancellation occurs within three months of your visit then the group will be charged the full amount.

Guests will be held liable for any damage caused to the house or grounds; a deposit of £500.00 payable on the day of arrival in cash only is required. Charges will be forfeited if following inspection of the premises it is found that damage has been caused to the house or grounds and/or additional cleaning is required.

Attendance

The client shall not be entitled to any reduction in price if the final numbers are lower than that stated in the original booking confirmation. Any per head priced mentioned in a proposal is for information only and is an indication only of that price as part of a total price. Additional delegates added to the agreed figure may be charged at a price per head as an extra.

Additional Services

Additional services requested by the client, on the day of the event and not included in the original booking confirmation, will be invoiced and payable within seven days after the issue date of the invoice. Additional services requested prior to the event shall be invoiced and payable prior to the event, unless agreed in writing by both parties.

Meals

If your booking is fully catered, all meals are provided apart from lunch on the first day of your visit; for this meal pupils should bring a packed lunch. Food or drink is not permitted in any room except the dining room.

Transport

We can arrange your transport requirements; prices are available on request.

Copyright

Copyright in all materials provided during or in connection with the booking shall belong to London Borough of Islington, and all rights in it are reserved by the owner. No part of the material may be copied, transferred or made available to users other than the original recipient, printed or electronically, without the prior written permission of London Borough of Islington.

Security

Personal property remains the responsibility of the delegates at all times. We recommend that valuables are not left unattended even when arrangement has been made for rooms to be locked.

The centre will not under any circumstances accept responsibility or liability in respect of damage to or loss of goods or property of any kind brought into or left by you for your own purposes, or by any other person left or deposited with any Cardfields representative.

Your responsibilities

The person making the booking is considered to be the group leader and must be over 21 years old. The group leader is personally responsible for payment of the booking the safety of the group and the general housekeeping of the centre during your stay.

You are responsible for the centre and its equipment during the period of hire and are expected to take due care of it. The centre is let fully furnished. Bed linen is provided you will need to bring your own towels and cleaning equipment including refuse sacks. Buckets, mops etc. are provided. You are advised to check on arrival and report any shortcomings, damage or missing items immediately. You undertake to report, make good and pay for any damage caused to the centre or for the equipment or contents of the centre lost, damaged broken or stolen during occupancy unsuitable substitutes are not accepted, and all the equipment must be left in a clean and workable condition at the end of the hire period. A charge of £15.00 per hour will be charged for any additional cleaning required. Please ensure that all lights, cookers are switched off, all doors and windows are secured, rooms are left clean and tidy, waste bins are emptied before you depart from the centre.

Your conduct

Although the centre is located in a rural area there are other residential dwellings in the near vicinity, please show consideration for our neighbours. If members of your party fail to comply with this requirement your

booking may be terminated immediately and you will be asked to leave the centre, no whole or part refunds if you or your party are asked to leave under these circumstances.

Animals

Animals are not permitted on the premises. Special arrangement may be made for registered assisted dogs.

Group leaders

All groups must have a group leader and a minimum leader/ participant ratio of one competent leader for every ten participant under the age of 16 years. Mixed sex groups with participants under 16 must have leaders of both sexes.

Behaviour

If your behaviour (including all members of your party or your invitees) is deemed to be unacceptable or causes damage to the centre (including without limitation to all equipment or the contents of the centre) your booking may be terminated immediately and you may be asked to leave the centre. No whole or part refunds will be made under these circumstances.

The centre is a non-smoking environment; no smoking is allowed in any part of the house or the centre.

Use of the centre

It is a condition of your booking that the centre is used strictly for the purpose stated in your booking; failure to comply with this condition will result in the council terminating your licence to occupy the premises.

No part of the centre will be used for any purposes other than that specified in your booking.

No part of the centre is to be used in any unlawful way.

Liability and indemnity

The council will not be liable for the death or of injury to any person attending the centre or for any losses, claims, actions, proceedings, damages costs or expenses or other liability arising out of the use of the centre or arising directly or indirectly out of any act omission or negligence on your part, or any other persons at the centre (expressly or impliedly with your authority or under your control) or any breach by you of the obligation under the agreement except where such death or injury or loss is due to the negligence of the centre.

Liability insurance

Groups attending the centre have to ensure they have their own public liability insurance.

Disclaimer

London Borough of Islington has used its experience and expertise to provide a programme of activities with content which is relevant, accurate and valid. However, we accept no responsibility or liability for consequences arising from its implementation. To the extent permitted by law, London Borough of Islington excludes liability for any loss or injury incurred by any delegate whilst attending or travelling to or from courses held at Cardfields.