

# Terms and conditions for group bookings

## **1. Definitions**

Patteson Lodge, 'us' 'we' 'our' – refers to the Patteson Lodge Estate, owned by Norfolk Guide Association (registered charity no 280532) This covers but is not limited to the lodge, campsite and Lady Mayhew Woods.

'You' – means customer, visiting group, visiting group leader, school, college, company or business buying service and products.

## **2. Contract**

For all bookings the contract is between you, the customer, and us, Patteson Lodge.

A contract only exists when we have received the required non-refundable deposit and we have acknowledged receipt of your deposit by issuing you with our booking confirmation.

## **3. Booking Procedure**

A provisional booking taken for a residential, camp or day visit will be reserved for up to 28 days.

A confirmed booking only exists when we have received the deposit (non-refundable) and have acknowledged receipt of your completed form and deposit by issuing a confirmation letter.

The Booking Confirmation shall be deemed to be an offer made by us to you, the customer, to enter into a legally binding contract.

Prices are valid for the full calendar year and are per person per night.

The full and final payment for a booking must be made no later than 3 weeks (21 days) prior to when the visit starts. Any bookings received within 28 days of arrival, need to be paid in full at the time of booking.

Failure to make any payments, when due, may cause your booking to be cancelled.

Payments may be made by cash, cheque or by direct bank transfer. We regret that debit and credit cards cannot be accepted.

You, the customer, acknowledge that once the Booking Confirmation has been received a binding contract will come into force.

Should you make a booking with us on behalf of a third party you will be held jointly and severally responsible to us for the total cost of the services and/or products booked.

#### **4. Cancellation**

Our cancellation charges will be applied based on the numbers stated on the booking.

Cancellations must be made in writing to Patteson Lodge. An acknowledgement will be sent. In the event of a cancellation by you the following charges will apply:

- More than 90 days before commencement date - loss of deposit
- 90 to 28 days before commencement date - 50% of total cost
- 28 or fewer days before commencement date - 100% of total cost.

You are advised to arrange your own insurance to cover cancellation.

Patteson Lodge reserves the right to cancel, alter, or delay any booking or activity where forced to do so by circumstances beyond our control, such as serious illness, staff shortage, severe weather or any other circumstances. If we are unable to honour your booking, and cannot offer you an acceptable alternative date, we will refund all payments.

Patteson Lodge shall not be held liable for an event which they could not reasonably foresee or prevent. Such events may include without limitation, war or threat of war, riot, actual or threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire, epidemics and pandemics and all similar events outside their or any of their suppliers control.

## **5. Payment Recovery**

When payment is not received by the agreed payment date, we reserve the right to not provide the goods or services requested.

Where payments are outstanding for 14 days past the agreed payment date, the Patteson Lodge debt recovery procedure will be followed.

## **6. Customer's Obligations**

It is the responsibility of the group leaders to act at all times in 'loco parentis' to ensure the safety, pastoral care, behaviour and wellbeing of all their young people for whom they have a duty of care including the provision of first aid. All groups should have an emergency contact in place and contact them in the case of any emergency.

Unnecessary noise or any behaviour likely to cause distress to other guests, staff or neighbours is not permitted in any part of the Patteson Lodge Estate.

Please ensure all persons conduct themselves appropriately, always respecting Patteson Lodge Estate property, its employees, guests and their health and safety. We reserve the right to refuse accommodation or services, to remove you and members of your party from the Patteson Lodge Estate if this condition has been breached. Where this is the case you shall have waived any rights to a refund.

Patteson Lodge as part of Girlguiding Norfolk County is committed to safeguarding adults and children of all backgrounds and identities while they take part in our activities. Everyone has a right to live free from abuse, exploitation, harm and fear, more details can be found on the Girlguiding website. <https://www.girlguiding.org.uk/making-guiding-happen/policies/safeguarding-policy/>

Visitors must be free from any illness or conditions that may render the residential or activity hazardous to them or to others. Group Leaders must notify Patteson Lodge of any medical/physical condition of any of the group (e.g. asthma, allergies, epilepsy, behavioural issues and learning difficulties etc) four weeks in advance of the visit.

For the comfort, health and safety of all concerned, smoking (and vaping) is forbidden across the Patteson Lodge Estate.

Dogs and other animals must not be brought on site unless guide dogs or assistance dogs.

It is the responsibility of the Group Leader to ensure that all areas used by their group are left in a clean and tidy condition at the end of a visit.

## **7. Damages and Loss**

No liability is accepted for: loss of or damage to any personal property belonging to or travelling with the members of any group eg. watches, jewellery, cameras or clothing. This also includes losses or additional expenses due to delays or changes in travel services, sickness, quarantine, weather, or any other cause.

In the event of any damages caused by participants to property or equipment in use on Patteson Lodge Estate, except by fair wear and tear, the group will be charged the full replacement cost. Any damages must be reported to a member of Patteson Lodge staff as soon as possible.

## **8. Complaints**

If you have any complaint during your booking, please notify a member of staff as soon as possible. We will do our utmost to find a speedy and satisfactory solution. In the unlikely event that your concern is not resolved, please write to us immediately on your return. To be considered and investigated, all complaints must be received by us within 28 days from the last day of your visit.

## **9. GDPR and use of personal data**

Patteson Lodge has measures in place to protect the personal data held by us. Personal data collected from you including personal data relating to party members will only be used by Patteson Lodge in order to fulfil our obligations, including the administration of your booking, in the arrangement and provision of your activity/event and in complying with our obligations in relation to health and safety and other regulatory requirements.

CCTV is in operation, for the prevention of crime and for protecting the safety of visitors only. It will not be used for any other purposes. A copy of our code of practice is available on request.

## **10. First Aid**

It is the responsibility of the visiting group leader to ensure the safety and wellbeing of all the young people for whom they have a duty of care, including the provision of first aid and take reasonable precautions to reduce the spread of infectious diseases. Schools and/or groups should contact their own emergency point of contact in the case of any emergency.

## **11. Parking and Personal Property**

Vehicles are parked at your own risk on the estate. Patteson Lodge takes no responsibility for damage caused to any vehicle using any car park and no guarantee is given as to the security of guest vehicles in the car park or any of the vehicles contents.

Patteson Lodge takes no responsibility for personal property.

Patteson Lodge will charge for any damage made to our property and/or equipment during your visit. An appropriate fee to cover parts and labour will be added to your booking fee.

## **12. Special requests**

All special requests should be made at the earliest opportunity in writing. Patteson Lodge will try to meet all reasonable requirements and notify the appropriate persons accordingly. We cannot guarantee that special requests will be fulfilled and therefore failure to do so does not constitute a breach of contract unless they have been specifically guaranteed by Patteson Lodge in writing.

## **13. Force Majeure**

Patteson Lodge shall not be held liable for an event which they could not reasonably foresee or prevent. Such events may include without limitation, war or threat of war, riot, actual or threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire, epidemics and pandemics and all similar events outside their or any of their suppliers control.

## **14. Statement of Assumed Risk**

Participation in adventurous activities entails some risk of injury. Both

participants and persons with parental responsibility must accept an element of risk and an understanding that accidents and injuries can happen. Complying with these guidelines will limit the risk of injury. Participants under the age of 18 years must have permission from their parents or guardian before being able to take part in any activity offered by Patteson Lodge. It is the responsibility of the group/visit leader to gain this permission. The parent/guardian needs to be made aware of and accept the risks involved in adventurous activities and satisfy themselves accordingly. Patteson Lodge Estate equipment is inspected regularly to minimise risks

## **15. Updates**

We may, at any time, and at our sole discretion, modify these Terms and Conditions, with or without notice to the User. Any such modification will be effective immediately upon public posting. Your continued use of our services following any such modification constitutes your acceptance of these modified Terms and Conditions.

Terms and Conditions updated September 2023 VIGH 26/09/23

Please read our terms and conditions and confirm acceptance.