LOCKERBROOK FARM
OUTDOOR CENTRE
A WOODCRAFT FOLK CENTRE

BOOKING TERMS AND CONDITIONS

General

Pets

• Lockerbrook does not allow any pets on the premises, both inside the buildings or in our grounds (except for assistance dogs notified at the time of booking).

Safety

- Responsibility for group safety during your journey and your visit to Lockerbrook rests with you. You should ensure that you have appropriate plans in place to fulfil this responsibility. These plans should include at minimum: first aid cover, access to a driver and vehicle, at all times, for emergencies and appropriate plans for the control and supervision of the group.
- The group leaders' safety responsibility extends to safe evacuation in the event of a fire or fire alarm.
- In the event of a major incident or accident you should contact the appropriate emergency services by using 999.
- The group leader must record all accidents and injuries and near misses in the accident book in the leaders box, or notify centre staff.
- Lockerbrook is licenced through AALA to provide adventure activities. Where Lockerbrook is supplying instructors to lead activities, Lockerbrook will ensure that these instructors are appropriately trained and qualified and safety during activities they lead will be their responsibility. Decisions about the safe conduct of the activity will rest with the instructor. Where group behaviour leads an instructor to judge that there is unacceptable risk we reserve the right to terminate the activity session on the judgement of the instructor.
- If we are providing catering we will also take responsibility for food hygiene and safe food preparation and for all food ordering.

Access to the centre

Sometimes in poor weather access to the centre by vehicle (and in worst cases on foot) may be difficult. You should have plans to accommodate poor weather for your arrival and departure as unfortunately Lockerbrook can't normally provide help to get you in and out. Lockerbrook is situated a mile off the A57 along a rough bridleway. Although the track is rough the centre is fully accessible by normal vehicles including cars and minibuses.

Parking at the centre

We have space for about 10 cars in our car park but only if they are closely and carefully parked. This will mean that some cars are blocked in by others. Please try to keep your vehicle use down to a minimum and please do not park on the track unless the car park is full.

Cleaning on departure

Lockerbrook runs on hostel lines and we keep costs down by asking all centre users to clean the centre before departure. Cleaning cards are provided as are all cleaning materials and equipment. Groups should plan in their programme for up to two hours of cleaning on departure day to ensure that you leave the centre as you found it. Lockerbrook reserves the right to surcharge groups for the cost of cleaning if the centre is left in a poor state. We do offer a cleaning service for a fee of £120 which must be prebooked.

Cancellations

30% of the booking charge forms a non-returnable deposit/charge. In the event of a cancellation you must pay the following charges:

- Bookings cancelled less than 12 weeks before visit: 50% of total planned visit cost.
- Bookings cancelled less than 8 weeks before visit: 100% of total planned visit cost.

Please note the "total planned visit cost" includes the minimum residential fee and any catering or activity or other services planned. (Hirers are recommended to take out holiday insurance covering cancellation).

Snow and ice risk shared policy

Please be aware that due to our location we can be negatively affected by ice and/or snow at certain times of the year. We will advise you about the safety of travelling to Lockerbrook at these times. We operate a shared snow and ice policy. If we advise you that Lockerbrook is inaccessible we will offer you an alternative date if available or refund all money paid. If however, the centre is accessible but your group are snowed in and can't get to the centre, Lockerbrook will retain all payments made.

Breakages

- Any breakages or damage will be charged for at the replacement cost.
- Please note that Lockerbrook does not accept any responsibility for loss/theft or damage to personal belongings. Group leaders will be issued with centre keys for use whilst at the centre. Responsibility for locking the premise whilst away from the centre resides with the hirer. The hirer will ensure the centre keys remain secure and safe during the period of hire. If group leaders lose the centre keys, Lockerbrook will invoice the hirer for the cost of replacing all locks at the centre.

Payment

Your deposit invoice must be received within 1 week of completion of your booking form. The balance of the minimum fee for your visit will be due 8 weeks before arrival. We will issue a final invoice after departure based on your final numbers (if they are above 28) and any services we have provided for you. VAT is not payable. Cheques should be made payable to"Lockerbrook". Details of our bank account details for BACs transfers will be sent to you by email.