

Booking terms and Conditions 2017 – 2018

General

- Your booking is for exclusive use of Lockerbrook Farm Outdoor Centre (referred to as Lockerbrook). (We sometimes have small groups of Duke of Edinburgh expedition campers camping on a field next to the centre. Separate facilities are provided for them).
- We will ensure that the centre is clean and tidy before you arrive.
- We will provide all bedding for you and a fully equipped kitchen for group use if you are self catering. We will also provide tea towels, dish cloths, scourers and washing up liquid for your use.
- The cost of fuel for heating and hot water is included in your fee. We also provide kindling and wood for the wood burning stove.
- Sorry, we do not allow fireworks or outdoor fires. We do provide barbecues for use by groups.
- The cancellation rules apply as soon as they are accepted by you or your deposit is received.
- There is no Wi-Fi at the centre. Mobile phone reception is poor or non-existent in the centre. Reception is possible on the track.

Pets

- Lockerbrook does not allow any pets on the premise, both inside the buildings or in our grounds.

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.
- Where we are providing instructors to deliver licensed activities as defined by the Adventure Activities Licensing Authority (AALA), we 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. Lockerbrook will provide risk assessments for all activities and codes of practice for groups undertaking activities at the centre.
- 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

- Parking is limited. We have space for only 9 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. There are only 5 additional spaces track side.

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.

Cancellations

- The cancellation costs are as follows:
- Bookings cancelled up to 20 weeks: 30% of total planned visit cost.
- Bookings cancelled 20 to 12 weeks: 50% of total planned visit cost.
- Bookings cancelled 12 to 8 weeks: 75% of the total planned visit cost.
- Bookings cancelled less than 8 weeks: 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.

Snow and ice risk shared policy

- Please be aware that due to our wonderfully removed, peaceful and wild location we are able to offer, 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 Lockerbrook is inaccessible but your group could have got to the centre, we will 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.

Payment

- The balance of the minimum fee for your visit will be due 2 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 can be found on the booking form and deposit invoice.