



Centre and Cottage Booking Terms and Conditions

Thank you for choosing to stay at Lockerbrook.

Please read these terms carefully as they make up your agreement with us.

The contract binds you (the lead booker), all the members of the group or third-party suppliers who are part of the booking. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract & loss of the booking.

Data Protection

For the purposes of data protection legislation for data relating to your booking ("Personal Data"), Woodcraft Folk is the Data Controller and Lockerbrook is the Data Processor.

We will retain any Personal Data collected on your behalf for no longer than is reasonably required for record keeping, complying with legal obligations and resolving disputes. Any Personal Data we have identified as sensitive will be password protected prior to storage.

Please view our [Privacy Policy](#). If you have any questions or concerns about Data Protection please email data@woodcraft.org.uk

General

You agree to these terms and conditions when you make a booking with us.

Your booking is only confirmed when we receive your deposit payment, or full payment if within 56 days of arrival. Deposits paid are non-refundable. The deposit is 30% of the total cost of your stay with us, which includes any catering, activities or extras.

Cancellations are subject to the terms described below. Any requests to amend or cancel your booking should be addressed directly to us using the contact details included in your confirmation.

Your booking is for exclusive use of the unit you have booked referred to as the 'Centre' or the 'Cottage' which form part of Lockerbrook Residential Education Centre, referred to as 'Lockerbrook'.

We sometimes have groups of Duke of Edinburgh expedition campers camping on a field next to the Centre. Separate facilities are provided for them.

Your hire includes the following:

- Exclusive use of the building/s and grounds as specified in your booking.
- Bedding.
- A fully equipped self-catering kitchen (excluding food processors).
- Sufficient hand wash, tea towels, dish cloths, scourers, washing up liquid, toilet paper, bin bags etc. for the duration of your stay.
- The cost of fuel for heating and hot water is included in your fee. We also provide a complimentary supply of kindling and wood for the wood burning stove for your first night. Please be aware you must only use seasoned or kiln-dried wood in our log burners.

Safety

We are in a fairly remote location up a rough but accessible bridleway.

Responsibility for your group's 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 obligation. We recommend these plans include: first aid cover, access to a designated driver and vehicle at all times (for emergencies) and appropriate plans for the control and supervision of the group.

Your responsibility also extends to safe evacuation in the event of a fire or fire alarm activation.

In the event of a major incident or accident you should contact the appropriate emergency services by using 999.

Please help us by recording all accidents and injuries and near misses on the accident forms provided in the Leader's Box, or by notifying Lockerbrook staff.

We hold an AALA licence for the provision of adventurous activities. We do not permit any use of our equipment including the climbing wall unless this is provided by our instructors.

Guests

Every booking must:

- Name a booking lead who is over 21.
- Provide contact details of the booking lead (address, mobile phone number, email address) to enable effective communication.
- Confirm the number of guests expected on site, including any day visitors.
- Not exceed the total number of people booked.
- Abide by any site rules and restrictions you are informed of through the booking process or whilst on site.
- Agree to reasonable and lawful usage of our Wi-Fi.

Arrivals & departures

- **Arrival time:** After 5pm. If there is capacity, we may allow the group leader to arrive from 3pm to undertake the induction and site orientation.
- **Departure time:** All guests must leave the site by 10am during the week or 2pm on a Sunday or Bank Holiday Monday.

Schools and youth groups will have their arrival and departure times confirmed during the booking process.

Early arrival and late departure can be arranged with sufficient notice if there is capacity. There is an hourly charge for both. Please let staff know when you would like to arrive or depart and they will discuss this with you. Availability may depend on other bookings which could change up to the date of your arrival.

Payments

A non-refundable, non-transferable deposit of 30% will be taken to secure your booking. Bookings made less than 56 days in advance require full payment at the time of the booking.

The balance of your booking is due 56 days before the date of arrival at Lockerbrook.

In the event of a failed balance payment, you will be contacted to provide alternate payment details.

Failure to pay your balance may result in your booking being cancelled.

Booking amendments

Woodcraft Folk seeks to deliver excellent customer service and will always try to respond positively to booking amendments.

A request for a change in arrival or departure dates can be made, but it may not be possible to accommodate this. If the request is made 2 weeks prior to arrival the change will be subject to an administrative fee of £25 or 10% of your total booking whichever is greater.

If we are able to get another booking of an equivalent size and cost in place of your cancelled booking, we may be able to refund all or part of the retained money.

Cancellation fees may be applicable (see below). The full or a partial cost of catering and/or activity provision may be payable if your booking is moved to another date.

Cancellation

If you have to cancel your booking, the following cancellation fees apply. These depend on the number of days before the arrival date that notification of

cancellation is received. The total cost includes any catering, activities or extras included in your booking.

Cancellation must be sent by email to lockerbrook@woodcraft.org.uk with your booking reference number and reason for cancellation.

Number of days before arrival / cancellation charge payable:

- 56 days or more / Any booking deposits already paid or due.
- 55 – 28 days / 50% of the total cost of your booking.
- 27 – 0 days / 100% of the total cost of your booking.

Insurance

Whilst on site all guests will be covered by Woodcraft Folk's Public Liability Insurance if you adhere to the terms and conditions and site usage procedures. Woodcraft Folk are not responsible for injuries to individuals or damage to their property whilst on site, unless the injury is caused through our negligence. Please take precautions to ensure that you and your equipment are safe and secure. We are aware that accidents do happen and ask for individuals to report any accidents or near misses to staff or wardens.

No personal belongings are covered by Lockerbrook Farm's Public Liability or Buildings Insurance. If you are bringing expensive equipment we recommend that you check your household insurance or obtain travel insurance to cover any cost of damage or theft.

Dogs

We permit one or two well-behaved dogs per unit. You must tell us at the time of booking if you wish to bring a dog to one of our properties. A small pet fee is applied.

Dogs must be on a leash at all times when outside of any building. The surrounding land has grazing animals and ground nesting birds and the Cottage and Centre grounds are not secure. We recommend all guests familiarise themselves with the Countryside Code.

Guests must clean up any dog waste. Dogs are not permitted to go onto beds and soft furnishings.

No other pets are permitted.

Barbeques and fires

No uncontained fires (e.g. bonfires) are allowed anywhere in and around Lockerbrook. During the summer in the Peak District there is a very high risk of fires spreading and causing huge damage. Fire pit and barbeque use may be restricted or banned during these periods.

Centre guests may only use the fire pit in the areas specified by staff.

Guests may bring and use their own barbecues on site in the areas specified by staff. The use of disposable barbecues is strictly prohibited on site and in the Peak District.

Cutting or damaging trees and other vegetation is strictly prohibited and we request that all guests respect the natural conditions of, and around, Lockerbrook.

Inclement weather at Lockerbrook

Please be aware that due to our location we can be negatively affected by ice, snow and high winds at certain times of the year. We will advise you about the local conditions and access to Lockerbrook prior to your arrival.

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 your booking (less any costs for catering, activities etc. that we are contractually obliged to pay as a result of your booking). If however, Lockerbrook is accessible but your group cannot get there, we will retain all payments made.

Your responsibilities

- You are responsible for looking after the unit and its equipment during the period of hire and are expected to take good care of it.
- You are advised to check on arrival and report any shortcomings, damage or missing items immediately to us or the Warden (if present).
- You must report and pay for any damage caused to the unit or for equipment lost, damaged, broken or stolen during the occupancy. Unsuitable substitutes are not accepted.
- All the equipment, utensils etc. must be left in a clean condition at the end of the hire period. A reasonable charge will be made by us if any excessive cleaning is required.
- Please ensure that all gas cookers, lights and heaters are switched off, doors and windows are secured, rooms are left clean and tidy and waste bins are emptied, before leaving the site. Theft or damage caused as a result of leaving the site insecure etc. will be claimed back by Lockerbrook.
- A damage deposit may be requested for certain types of groups.
- Do not remove keys from the site. If you lose keys you will be charged for the replacement of all locks covered by these keys.
- If you want to use the services of a third-party supplier (e.g. outdoor instructors, chef etc.) we must be notified by email beforehand. We do not accept liability for the activities of these third-party suppliers and you are responsible for their actions while on site.

Your Conduct

As there may be guests staying in the other accommodation at Lockerbrook, please show consideration for them.

If you or a member of your party fails to comply with these terms and conditions, your booking may be terminated and you will be asked to leave. If you refuse to leave or enter the site and/or accommodation after this time you will be trespassing. No whole or partial refunds will be made if your party is asked to leave under these circumstances.

We reserve the right to decline a booking or refuse to hand over the accommodation to any person or group where, in our opinion, facilities are unsuitable for the hirer or any member of the hirer's party without liability on either side. This includes any group who have not informed or misled staff as to the intended use of the site and buildings.

The use of candles, incense burners, flammable liquids/gases, fireworks, smoke machines, dry ice machines, camping stoves and firearms is strictly prohibited. Use of such items may result in the party being asked to leave immediately, without refund of any portion of the hire fee.

We reserve the right to repossess the accommodation at any time where damage has been caused, or in our opinion, is likely to be caused, by you or any member of your party. In such cases we shall not be liable to make a refund of any portion of the hire fee paid.