



## Booking terms and Conditions

Thank you for deciding to book your stay with us at Lockerbrook Farm Outdoor Centre.

Your booking is only confirmed when we receive payment and the booking form below has been completed. By completing the booking form you are confirming that you accept the terms and conditions.

We look forward to welcoming you to Lockerbrook. If you have any queries in the meantime please do get in touch.

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

Deposits paid to confirm bookings are non-refundable unless covered by the Covid-19 refund arrangements and cancellations are subject to the terms described below. Any requests to amend or cancel your booking should be addressed directly to the centre using the contact details included in your confirmation.

### Data Protection

For the purposes of data protection legislation for data relating to your booking ("Personal Data"), Woodcraft Folk is the Data Controller and the individual centre 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](mailto:data@woodcraft.org.uk)

### General

- Your booking is for exclusive use of the unit you have booked referred to as the 'Cottage' or the 'Bunk Barn' which form part of the Lockerbrook Outdoor 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).
- We will ensure that your accommodation Covid-19 secure and tidy before you arrive.
- We will provide all bedding for you and a fully equipped kitchen for your use. We will also provide hand wash, tea towels, dish cloths, scourers, washing up liquid, dish washer tablets, toilet paper and bin bags for your use.
- 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 (cottage only).



# LOCKERBROOK FARM OUTDOOR CENTRE

A WOODCRAFT FOLK CENTRE

- You must only use seasoned or kiln dried wood in our log burner.
- We do not allow fireworks or outdoor fires. We do provide barbecues for use by groups and have a firepit available for hire by groups.
- The cancellation rules below 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.

## 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 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.
  - Your 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 (emergency phone provided).
  - Please help us to by recording all accidents and injuries and near misses on the incident/medical forms provided in your welcome pack, or notify centre staff.
- We hold an AALA licence for the provision of adventure 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.
- List all guests expected on site, including any day visitors
- Provide contact details of the booking lead (address, phone, email) to enable effective communication
- Not exceed the total number of people permitted at the cottage or bunkbarn.

**Arrival time:** All guests are expected to arrive after **4pm** and to confirm their estimated time of arrival at the time of booking.

**Departure time:** All guests are expected to leave the site by **10am**.

**Minimum bookings:** The number of nights you can book is limited to ensure that bookings can be accommodated with 24 hours between for thorough cleaning. From 18 July until 1



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September we are only offering 6 or 13 night stays. We will offer shorter breaks in the autumn.

## Payments

- A non-refundable, non-transferable deposit of 30% will be taken to secure your Booking (Bookings made less than 8 weeks (56 days) in advance require full payment at the time of Booking).
- The balance of your Booking is due 8 weeks (56 days) before the date of arrival at the Centre.
- 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 and cancellations

- 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 may 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 you have to cancel your Booking the following cancellation fees apply, dependent on the number of days before the arrival date that notification of cancellation is received:

### 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 (including planned activities/catering)

27 – 0 days / 100% of the total cost of your booking (including planned activities/catering)

- If Government Covid-19 guidance prevents overnight stays we will seek to reschedule your booking as soon as possible. If we are unable to do so, we will issue a full refund.
- If you or one of your party is told to self isolate either before or during your visit to Lockerbrook and you are unable to continue with your stay you will need to claim on your own holiday insurance

## Insurance

- Whilst on site all guests will be covered by Lockerbrook Farm's Public Liability Insurance if you adhere to the terms and conditions and site usage procedures.



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- 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 to site staff and wardens.
- All personal belongings will not be 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.

## **COVID-19 safety requirements**

To prevent the spread of COVID-19 all guests must abide by the following instructions:

- Not attend if they have symptoms linked to COVID-19.
- Not attend if they have had contact with someone who has developed symptoms in the last 10 days.
- Inform your on call manager or staff member if they, or any of their party, develop symptoms linked to COVID-19 during your stay.
- Leave site if they, or any of their party, develop symptoms whilst on site.
- Arrive and depart at their allocated time.
- Only use the facilities allocated to them.
- Social distancing must be adhered to - you must remain 2m away from guests in other parts of the site.
- Follow the instructions of on-site staff and wardens

Lockerbrook has developed a detailed risk assessment to manage COVID-19 risks, which includes:

- Increased cleaning
- Leaving properties vacant for 24 hours between guests
- Providing contact free check in
- Reducing the number of site users
- Avoiding shared equipment
- Allocating guests to self contained accommodation
- Providing hand washing facilities

A copy is available on request.

## **Dogs**

- We permit one well behaved dog per unit. You must tell us at the time of booking if you wish to bring a dog to one of our properties.



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- They must be controlled when outside of any building. The surrounding land has grazing animals and ground nesting birds and the cottage and centre grounds are not secure.
- You must have your dog on a lead or tether at all times when they are in the outside areas of the site. We recommend all guests familiarise themselves with the Countryside Code.
- Guests are expected to 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 open fires are allowed anywhere in and around the site. During the summer there is a very high risk of fires spreading and causing huge damage.
- Cottage guests may use a barbeque (one is supplied) in the cottage garden. Guests should bring their own charcoal.
- The Bunk Barn guests may use a barbeque (one is supplied) in the courtyard. Guests should bring their own charcoal.
- Bunk Barn guests may use the fire pit only in the areas indicated on their Booking Confirmation documents.
- Cutting or damaging trees and other vegetation is strictly prohibited and we request that all guests respect the natural conditions of, and around, the centre.
- The use of disposable BBQs is strictly prohibited.

## Outside facilities

Cottage and the bunk barn guests should only use the facilities in the outside area for whichever accommodation they have booked. See your Booking Confirmation for further details.

## 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.

## Your responsibilities

- This Booking has been entered into on the understanding that the total number in your party shall not exceed the total number of beds you have hired.



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- You are considered to be the group leader and must be over 21 years old.
- You are responsible for the payment of the Booking, the safety of the group and the general housekeeping of the unit during the stay.
- 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. The unit is provided fully furnished. Bed linen is provided, but you will need to bring your own towels.
- You are advised to check on arrival and report any shortcomings, damage or missing items immediately to us or our representative. 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 charge of £12.00 per hour will be made by us if any additional 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 handing the key back to us or to our representative.
- If you lose keys you will be charged for the replacement of all locks covered by these keys.

## Your Conduct

- As there may be guests staying in the other accommodation at the Centre please show consideration for them. If you or a member of your party fails to comply with this requirement, your Booking may be terminated and you will be asked to leave the accommodation. If you enter the 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.
- The use of candles, incense burners, flammable liquids/gases, fireworks, smoke machines, dry ice machines, camping stoves and firearms is strictly prohibited at all of our accommodation. 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.

## Additional terms

- All bookings made must comply with current [COVID-19 restrictions](#).



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