

# St Madoc CYC – School Residential Booking Conditions 2024

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Bookings can be made by phone, email or online. (We will aim to hold provisional bookings 14 days from enquiry date, after which these dates will be released) Such bookings are accepted subject to availability and finalised once a non-refundable deposit is received. We reserve the right to refuse or accept bookings and to cancel bookings at any time for any reason. A booking should not be considered finalised until you have received a booking confirmation email. We reserve the right to increase prices at any time. Any increase will be notified to the group leader/responsible person via email in the first instance.

## **PAYMENT**

To finalise a booking, we require a non-refundable deposit of £100 per night and a completed booking form.

We require a minimum group size of 35 pupils per booking. Please state your expected group size on your booking form. Please note failure to bring original numbers of pupils stated on your booking form will be automatically charged at full price and not subsidised price. If pupil numbers increase by more than 5 pupils, we will need written confirmation preferably no later than 3 months before your arrival, to enable us to provide an adequate number of instructors. We require full payment 14 days before your arrival date. Confirmed numbers will be needed one month before your arrival date, this will enable us to send out the final invoice due (10days BACS / 14 days Cheque) before your arrival date. We will send out a reminder two weeks before confirmed numbers are due. Any additional pupils will be charged and invoiced after your departure. Please note your booking will not be able to go ahead if final payment is not received before your arrival date.

Our Residential Support Fund is meant to assist those children from families for whom the cost of the trip would be prohibitive. To receive a placement a child must be from a household in receipt of financial support, such as (see below):

- Universal Credit if your annualised net earnings are £7400 or less\*
- Income Support
- Income based Job Seekers Allowance
- Income related Employment and Support Allowance
- Guarantee element of State Pension Credit
- Support under Part VI of the Immigration and Asylum Act 1999
- Child Tax Credit where total annual income (as assessed by Her Majesty's Revenue and Custom service) is less than £16,190 a year
- Working Tax Credit 'run-on' - this is the payment someone receives for a further four weeks after they stop qualifying for Working Tax Credit (usually when their employment ceases or after they start to work less than 16 hours per week).

Placement numbers must be confirmed by the school before your arrival, for our own records we require names of pupils receiving a placement. (All information given is for our records only and at no point will these be given to a third party)

We offer one free staff place per ten **full** paying pupils.

Where siblings are attending the same visit, we will offer a 20% discount on the current rate for the second or subsequent siblings. (Please note sibling discount cannot be used in conjunction with our Residential Support Fund)

VAT is exempt if the visits are educational and form part of the curriculum.

## **PRICING FOR FULL BOARD & ACTIVITIES**

(other options may be available, please speak to a member of our team)

Nights per stay	Full Price	Bursary Placement
One Night	£59	£36
Two Nights	£101	£61
Three Nights	£144	£87
Four Nights	£175	£105

Additional staff will be charged at £17.50 per night.

Whilst we would encourage all visitors to make full and active use of our site, we do recognise that for those with limited movement, the site generally will hold significant restrictions. However, we do provide one disabled access, ensuite bedroom. In addition, all areas of the building are accessible to those with limited mobility, and there is a further disabled access toilet within the main building. If you intend to bring visitors with limited mobility, we suggest you visit the site first to ascertain its suitability for your group/specific individuals. Similarly, if you wish to use the disabled access bedroom please advise us at the time of booking.

School groups can occupy the centre from **10.00 hours** on the day of arrival and must vacate the centre not later than **13:00 hours**, on the day of departure. Other arrival and departure times may be secured after discussion with administrative staff, and in advance.

### **CHARGES FOR CANCELLATION OR CHANGES TO BOOKING**

If a booking is cancelled less than 14 days before arrival, then a charge equal to the full booking amount will be made.

If the booking is cancelled in the academic term of the booking, then a cancellation fee of 50% will be charged based on minimum occupancy.

In the event of a no show or group size reduction (on your arrival date) the full cost of the booking is charged. Please note, we do not offer refunds for pupil no shows.

All cancellations or amendments to bookings must be made by the school themselves via e-mail to [info@stmadoc.co.uk](mailto:info@stmadoc.co.uk). Our booking is with the school and we do not offer refunds to individual parents/ guardians.

### **LATE FEE CHARGES**

Where non-payment arises after the reminder email, there will be a weekly charge for any overdue invoices at a rate of 1% of your total amount owed, this will be added onto your invoice until the payment is settled.

**Users should ensure that they have appropriate insurance cover and meet current legislation when taking groups on holiday.**

### **Supervision:**

Group leaders are responsible for ensuring high standards of conduct within their groups. St Madoc Christian Youth Camp reserves the right to ban any guests who persistently ignore the rules or act in a manner likely to affect the safety, comfort or well being of other guests or staff. Such activities may include, but not limited to the following: Taking illegal drugs: tampering with electrical equipment/lighting; tampering with fire alarm systems (including covering or removing smoke detectors); letting off fire extinguishers unnecessarily; aggressive behaviour towards staff or guests; fighting; theft; entering accommodation assigned to other groups without permission.

All groups must have a minimum leader/participant ratio of one leader for every ten child participants; mixed gender groups should have leaders of both genders. Group leaders accompanying the group are responsible for the discipline and behaviour of the group at all times. Group leaders are responsible for the health and safety of all group members when not under the supervision of activity instructors. Group leaders are responsible for all damage caused by their action or the actions of those in their group.

For most schools' activities will be a combination of Gower Adventure staff and St Madoc staff. Staff will arrive at 9:00 for activities to start at 9:30 and run until 16:30. We request that teaching staff stay with the group during these times, as activities planned may require your support, and/or intervention. We would ask that whenever possible such staff are fully involved in activities.

We request that planned absences (needing to return to school or take a fixed break) are notified to us a week in advance, so that we have time to re-arrange our programme if necessary.

When schools staff take children away from site for another specific activity, please let us know in advance. Also, if you are bringing other organisations for activities or entertainment, please let us know in advance. No reductions/refunds will be made in respect of individuals leaving early.

Any accidents to individuals or camp property must be reported to the Centre Manager/Office and appropriate action, as directed by the Centre Manager, must be followed. We understand breakages happen; in the event this happens please inform a member of staff. Any charges deemed necessary will be added to your final bill.

Any wilful damage, breaking of the terms and conditions or non-payment of account could prevent future bookings being accepted and could result in legal action.

Out of respect for other users, and for local residents, noise should be kept to an absolute minimum between 23:00hrs and 8:00hrs.

**General Rules:**

Consumption of alcohol on site is restricted. We do not permit drinking among young people. However, we recognise that alcohol is sometimes used as part of a meal, or during relaxation for adults in the group. However, any drunken or disorderly activity may result in the individuals concerned, or in certain circumstance, the entire group, being asked to leave with immediate effect. In such instances, there would be no refund.

Smoking is not permitted in any buildings. Ask a member of staff if you require a bin to dispose of any smoking paraphernalia.

Drugs, other than prescription, are not allowed on site. Please contact the office before arrival if this may be an issue for members of your group.

In line with our Christian ethos, witchcraft and occultism are not permitted at the site.

Large ball games are not permitted inside any buildings, except for the sports hall. When available pool and table tennis may be played in the dining room, but must be supervised by adults, and any damage caused by inappropriate play will be added to the invoice. (50P per play for the pool table)

**Health and Safety:**

Customers are reminded that this is a natural site. There are inherent dangers in the woods, and elsewhere, by way of poisonous flora and fauna, and likewise danger of stumbling or falling in any of our open areas, due to rabbit holes, fallen trees, rocks, vegetation, as well as from the cliffs.

Please be aware of the dangers surrounding the sea and coastline. Dangerous currents exist, particularly on the ebb tide and at low water. Please note that children and young people should always be monitored when playing in and around both beaches. Please check up to date tide times before your activities.

For health and safety reasons children are not permitted in our catering kitchen facilities.

Please note that occasionally farm animals may enter the site. In most cases they will stay away from members of the public. However, they can carry pests, and their faeces carry diseases hazardous to human health.

Whilst it is not a legal requirement, in the interests of health and wellbeing, for any school not using our catering team, we would recommend that at least one member of the team has attended a basic Food Hygiene Course.

St Madoc Christian Youth camp does not provide medical personnel or first aid equipment for general use.

**General Responsibilities:**

When vacating please ensure all areas are left clean and tidy and that any furniture moved must be placed to its original position.

All cars should park in our top car park to enable coaches to manoeuvre in our lower car park.

It is the group leader's responsibility for maintaining a safe environment within the dorms during their stay.

We do have Audio/Visual equipment available in Main Hall, Chapel and Sunley Room. If you have the correct equipment and technical knowledge you are very welcome to use the overhead projector. Unfortunately, we are unable to offer on call technical support.

We will not tolerate wilful damage to the site's natural environment. We would also ask that all litter is collected and particularly that it is not left in any of the more public areas such as beach, fire pit or woods.

Groups are responsible for the allocation of beds within the accommodation they have booked.

No sales transactions may take place on St Madoc Christian Youth Camp premises without the written consent of the centre.

St Madoc Christian Youth camp experiences poor mobile phone coverage. Free Wi-Fi is available (albeit slow) and network signal can be received on the headland. In case of emergency the office phone can be used.

**Indemnities:**

St Madoc Christian Youth camp assumes no liability for injury or death, damage to or loss of personal property, accident, delay, cancellation, irregularity or inconvenience caused, save where such loss is caused or contributed to by the negligence of some person acting as a servant or agent of St Madoc Christian Youth Camp.

All personal information obtained via booking forms and other sources is used for St Madoc Christian Youth Camp purposes only and is not passed or sold onto third parties. If you wish your details to be removed from our database, please contact the office.

Whilst at St Madoc Christian Youth Camp, photos may be taken for our publications or website. If any of your group does not wish to appear in any such pictures, please inform us on arrival and we will happily oblige. Individuals will not be identified.

We shall not be liable to you if we are prevented or delayed in the performing of any of our obligations to you if this is due to any cause beyond our reasonable control including (without limitation): an act of God, explosion, fire, flood or accident; war or civil disturbance; strike, industrial action or stoppages of work; any form of government intervention; a third party act or omission; failure by you to give us a correct delivery address or notify us of any change of address.

**In completing a booking form, leaders agree to accept and abide by the rules and conditions of the camp, and to ensure all users and team members are so informed.**

*To view the policies and governing documents of St Madoc Christian Youth Camp, contact the Centre Manager. These policies consist of St Madoc Trust Constitution - Equal Opportunities Policy - Child Protection Policy - Sensitive Data Policy - Environmental Policy. The Trustees and the Staff of St Madoc CYC are DBS approved where required. This approval is undertaken using the administrative services offered by CCPAS (Churches Child Protection Advisory Services.) As such, St Madoc CYC operates according to the guidance and best practice highlighted by CCPAS.*