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BOOKING TERMS & GENERAL INFORMATION FOR SCHOOLS

Prices for Day Visits include all equipment, tuition and activities. Food and snacks are not included.

Prices for school camps includes camp equipment and all tuition and activities.

Prices for Teaching Programmes include Hospitality (accommodation and meals) and all tuition and activities.

Prices for Young Traveller visits include Hospitality (accommodation and meals).

Prices for Young Traveller Plus visits include Hospitality and additional prices for chosen tuition and activities.

Prices do not include VAT which will be added at the current rate.

Prices do not normally include travel arrangements and personal monies. We recommend that £10 per head is adequate for spending on souvenirs from the Centre Shop. If the Centre does make ferry or coach arrangements on request administration fees may apply.

School camps generally start at 3pm and finish at 3pm the following day.

The ideal arrival time at our Centres is 1pm. Different times can be arranged to suit travel arrangements.

Teaching Programmes ideally start at 2pm or within an hour of arrival times.

On Full Week programmes the first meal provided is Dinner on Arrival Day and the final meal provided is Breakfast on Departure Day. Groups are required to leave the Centres by 10am. A packed lunch can be provided for the journey home at the current price. VAT is not charged on this item.

On Short Week programmes the first meal provided is Dinner on Arrival Day and the last meal provided is Breakfast on Departure Day. A packed lunch can be provided for the journey home at the current price. VAT is not charged on this item.

Adult beds will be pre made before arrival. Children and Students make their own beds as a part of their personal responsibility.

Where possible adults will be in individual rooms but this cannot be guaranteed

Towels are not provided.

Meals are usually provided using a Servery System.

We provide for a wide range of dietary needs. It is the responsibility of the Group Leader to make sure their children and students collect their special requirements.

All school groups take part in a practical Fire Drill on the first evening of their stay. This is very important and emphasises the evacuation procedures for a possible fire at night. It is essential that the dormitory list / nominal roll that is handed in by the Group Leader on arrival is accurate.

Outer doors are locked at night by the Duty Team. Each building has a keycode which is given to the Group Leader. These codes are changed regularly. All our staff are trained to exercise a policy of polite challenge to anyone they do not recognise on site and we ask all adults to do the same.

All visitors to schools on site must advise the Centre of their expected time of arrival, report to the Centre Office to be signed in, and wear a Centre Visitor badge during their visit.

There is a Duty Manager available at all times to support the On Site team; for general assistance during the day and evenings and for emergencies after 10pm.

Groups requiring transport to the Doctor, Dentist or Hospital, will be expected to book a taxi at their own expense.

Groups are welcome to bring alcohol for consumption in the Adult Lounges. It is expected that this will be in moderation.

Smoking is forbidden in all our buildings. At each Centre there is a designated area for smoking and smoking is only permitted in these areas.

The outdoor heated swimming pool is generally open from Easter to the end of October. It may only be used with a qualified Lifeguard or Pool Attendant present. This is included in Teaching Programmes or may be booked by Young Traveller Groups at the current price.

Our insurance requirements are that whilst the Company offers comprehensive Public Liability Cover, it does not provide cover for trips being cancelled due to illness or accident and we recommend that that Group Leaders take out cover to cover against this situation.