

# Terms and conditions



1. A provisional booking taken by telephone, email or letter will be held for 28 days.
2. Bookings can only be confirmed when a completed booking form and relevant deposit have been received. Deposits are non-refundable in all cases.
3. All prices quoted exclude VAT (where applicable).
4. Groups will be invoiced for bookings 12 weeks prior to arrival date (unless paid fully in advance) and are required to settle within 28 days of invoicing.
5. Any reductions to numbers of participants must be given by 8 weeks prior to arrival date. Any reductions after this date will be treated as cancellations of part of the booking (see point 6 below).
6. Cancellations within 8 weeks of the date of the arrival for all or part of the booking will be charged at 50% of the total amount due (or appropriate proportion thereof if part cancellation) and in full (100%) if within 4 weeks.
7. Groups other than Girlguiding or Trefoil Guild members must ensure they have adequate public liability insurance during their stay.
8. Guests are responsible for their own property whilst on the premises.
9. Smoking is not permitted inside any building and is permitted on the site in designated areas only.
10. No dogs (except assistance dogs) are allowed on-site.
11. Groups must ensure there is no disruptive behaviour, either on- or off-site, which could bring Hautbois into disrepute during their stay.
12. Groups are responsible for the cost of any damage they may cause.
13. Activity sessions which are to be taken by a group's own instructor can only take place when Hautbois receives a copy of the instructor's relevant certificate (if required).
14. Any changes to activity bookings must be notified at least 8 weeks prior to the booking.
15. Hautbois cannot be held responsible for any activities engaged in by parties at Hautbois which fall outside its operational procedures.
16. Hautbois reserves the right to cancel a booking should the need arise. All monies paid to Hautbois in respect of the booking will be refunded in full unless the booking was terminated due to the group failing to meet the Booking Conditions.
17. Group Leaders are responsible for their groups when not being supervised by a Hautbois instructor. This includes before, after and between activity sessions and during residential stays and camps.
18. These Terms and Conditions are subject to change; groups will be advised in writing of any changes.