

Bookings

- 1) A provisional booking can be made by telephone or email to the Jonas Centre office and will be held for ten (10) days until a booking form and a non-refundable deposit of 20% of the total cost of the break is received. Please advise at the time of booking if any guest has a disability in order to ensure the allocation of a suitable cabin.
- 2) Payment can be made by BACS (bank details given on request), debit card or cheque.
- 3) Prices include VAT where applicable. We reserve the right to alter our prices to reflect any future change in VAT.

Confirmation of the booking

- 4) The Jonas Centre will confirm the booking following receipt of a completed and signed booking form and payment of the deposit.
- 5) The balance of rent (together with any additional hire costs including the charge for any pet(s)), is payable on or before arrival at The Jonas Centre.

Arrival & Departure times

- 6) The cabin will be available for occupancy from 3pm. Please advise the Jonas Centre in advance if the arrival time is to be later than 5pm. Cabins should be vacated by 10.00am on the day of departure, except on Sundays when departure time is by 3.30pm.
- 7) A representative of the group should arrive between 3pm and 5pm to take **charge of the keys and set up the group's reception area.**

Cancellations

- 8) All cancellations must be made in writing to The Jonas Centre, and are only effective on the date received. We are charity, and late cancellations severely compromise our budget as well as depriving others of the opportunity to attend.

We obviously don't like asking for money if you can't come, but we still incur costs.

In addition it is difficult to resell places at short notice, and so we lose further income.

We therefore recommend that you take out travel insurance or be prepared to bear the following charges if you cancel:-

- a) Cancellation of a booking that will commence in more than eight (8) weeks will lose their deposit.
- b) Cancellation of a booking that will commence in eight (8) weeks will be charged at 50% of the rent.
- c) Cancellation of a booking that will commence in six (6) weeks will be charged at 75% of the rent.
- d) Cancellation of a booking made within four (4) weeks of a visit will be charged at 100% of the rent.

Liability & Insurance

- 9) The Jonas Centre 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 the Jonas Centre.
- 10) The Jonas Centre has Public Liability and Employers Liability Insurance.

Pre-Arrival information

- 11) We will send you a form eight (8) weeks before your visit requesting final numbers for the cabins and confirmation of communal facilities you require. The form should be returned within two (2) weeks. Four (4) weeks before your booking we may be able to offer extra facilities if they are available.
- 12) If travelling to the Centre by coach please provide contact details of the coach company to be used so that location and parking details can be sent direct to them.
- 13) Whilst using the Jonas Centre premises the group leader accepts full responsibility for the members of their group.
- 14) Group leaders are responsible for ensuring high standards of conduct with their group. The Jonas Centre reserves the right to ban any guest who persistently ignore the rules or act in a manner likely to affect the safety, comfort or well-being of other guests or staff. In such circumstances the Centre would require the group **leader's full co-operation** in arranging for a group member or members to leave the Centre. No refunds will be given.
- 15) Group leaders are responsible for the allocation of beds within the cabins they have booked. The number of persons occupying a cabin must not exceed 7. Group leaders should hand a copy of their cabin allocation along with names of each occupant in at Reception on arrival.
- 16) Based on the accommodation the Jonas Centre expects youth groups/schools to have at least 2 adult leaders/teachers per 5 children, including male and female when the group is mixed.
- 17) Before departure a designated group representative should be responsible for collecting all keys and checking the cabins and communal facilities have been left in the same condition as found on arrival.

We reserve the right to levy an additional housekeeping charge of a minimum of £50 if the facilities are not left in the condition in which they were found on arrival or if it is evident that smoking has taken place in the cabin.

We also reserve the right to levy an advance refundable housekeeping deposit (minimum £150) in certain circumstances.

Rules

- 18) When on site guests are requested to observe the following rules for the benefit of all guests and Jonas Centre neighbours:-
 - i. **Smoking or vaping is not permitted in any of the Centre's buildings**
 - ii. Please do not enter fields or barns containing animals
 - iii. Keep noise to an absolute minimum between 10.00pm and 8.00am

The Jonas Centre, Redmire, Leyburn, North Yorkshire, DL8 4EW
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Group Booking Terms & Conditions

Please note the following will not be tolerated and could result in the member of staff on duty asking the individual(s) responsible to leave:-

- a. Taking or possession of illegal drugs
- b. Drunkenness
- c. Possession or consumption of alcohol underage
- d. Tampering with the fire alarm system (including the covering or removal of smoke detectors)
- e. The letting off of fire extinguishers
- f. Tampering with electrical equipment/lighting
- g. Aggressive behaviour towards other guests or staff
- h. Fighting
- i. Theft/entering accommodation assigned to other groups or persons without permission
- j. Possession or use of a firearm, crossbow, catapult or other offensive weapon
- k. Any action which causes distress to the animals

19) All sickness or illness should be reported to the member of staff on duty as soon as possible.

20) Children should be supervised, particularly on the playground, at all times by an adult.

21) No child(ren) under the age of 16 should be left either in a cabin or on the Jonas Centre property unsupervised. The Jonas Centre and its staff cannot take responsibility for any unsupervised children.

Damage and loss of keys

22) All breakages or damage should be reported at the earliest opportunity to the member of staff on duty. Guests are responsible for the cost of repairs for any **damage caused to the Centre's** equipment and/or property. Lost keys will incur a charge of £5 per key.

Accommodation

23) The member of staff on duty has the right to appoint a member of the Jonas Centre staff or external professional company to enter a cabin and rectify any necessary repair without prior notice if the need arises.

24) **Guests should familiarise themselves with the "In event of a Fire" instructions** which are displayed on the wall in each cabin.

Car Parking

25) Vehicles, their accessories and contents are parked at the **Centre at the owner's** risk. Vehicles should not be parked anywhere on grass and care should be taken not to drive on the stone edging in Elm Wood.

Pets

26) The Jonas Centre is happy to accept pets on the site provided they are booked in advance. A small charge per pet per night is payable on arrival (except for Registered Assistance dogs which are accepted free of charge). The maximum number of pets per cabin is 3. Pets are accepted on the condition that they are not left unattended in the cabin (unless they have their own lockable animal cage).

They must be on a lead whenever outside a cabin, only exercised in the dog walk area and owners must pick up any mess made by their dog. Please advise all members of your group about this requirement.

27) The Jonas Centre reserves the right to seek compensation for any damage and excessive cleaning costs caused by pets and ask that owners take responsible attitude to ensure that pets stay off the furniture and beds.

Barbecues & camp fires

28) If you have booked to use the BBQ equipment, please seek guidance from the duty **manager on the best location for this with regard to your group's needs. Under NO CIRCUMSTANCES** should fires be lit anywhere in the vicinity of the cabins. Please check with the member of staff on duty for the location of the designated campfire area.

29) The use of lighted candles and tea lights in the cabins is strictly prohibited.

30) Fireworks and sky lanterns are also prohibited anywhere on site.

General information

On arrival all guests should report in the first instance to reception, which is signposted from the main entrance.

Duvets and pillows are provided but guests should bring their own single sheets, single duvet covers, pillowcases, towels etc. Indoor shoes can also be a good idea to protect the cabins during wet and muddy times of the year.

Our terms and conditions are under constant review and are subject to change.