

Grangehurst Group Terms and Conditions

Please see below for Grangehurst Group Terms and Conditions.

Your contract is with us, Dart Abbey Enterprise Limited, which is a wholly owned subsidiary company

A contract is only formed between you and us when we accept your booking request. No booking request shall be binding on us and no contract shall be formed unless and until we confirm to you that we have accepted your booking request.

Minimum Occupants: 20 people **Minimum stay:** 2 Nights

Price: £20 per person per night self-catered, Minimum price for Grangehurst is £400 per night.

Payment and cancellation:

Once a quote has been agreed and a group booking is made we require:

a **non-refundable 25% deposit 6 months before arrival** or on booking if booked within 6 months of arrival date.

The outstanding balance of your booking will then be invoiced on departure to be paid within 30 days. Any amendments or cancellations within 4 weeks of arrival will be charged at the full rate.

By entering into a contract with us, you accept responsibility for paying all charges due to us under the contract. By providing your credit or debit card details to us when making your booking you are irrevocably authorising us to debit your card by the amount of this charge (and any other charges due to us under this contract).

No shows: If a group or part of a group fail to check in there will be no refunds, full payment will be taken/ charged.

Room List: We require a full list of names for each room to be emailed to us 2 weeks prior to arrival.

Check out and check in: Check in is from 3pm, please notify us if you are likely to arrive after 10pm. Check out is by 11 am on the day of departure. Late check out can be arranged at an extra cost. Room Keys/Swipe cards must be returned to reception on departure.

Animals: We regret no dogs; pets or other animals are allowed in the rooms or properties. If this is not adhered to there will be an additional charge of £150 for cleaning costs. The exception to this is any guide dog or assistance dog, they will be permitted in rooms and properties.

Events outside our control: We shall not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under our contract with you that is caused by events outside our reasonable control (such as serious damage to our premises, serious

adverse weather conditions, a pandemic or epidemic, or interruption or failure of utility services such as electric power, gas or water.

Damage/Loss: You, the group organiser, will be liable for any loss/ damage to any room in your group or if any member of your group damages hotel property during your stay and charges will apply.

SAFEGUARDING - Important information for Residential Groups bringing Children & Vulnerable Adults to stay at Buckfast Abbey

1. Policy - Buckfast Abbey has implemented a policy for the safeguarding of children & vulnerable adults on its premises. We have done this to ensure, as far as reasonably possible, the safety of children and vulnerable people who stay at Buckfast Abbey, and to whom we owe a duty of care.

This policy can only be fulfilled with the full cooperation of visiting residential group organizers.

2. Expectations - We therefore expect and require appropriate supervision levels at all times, in accordance with DfE, Diocesan or other relevant Youth Organization's guidelines, both within the accommodation (with especial reference to domestic arrangements viz. bedrooms & washrooms), the house grounds and around the site generally.

We also require at least one adult leader from each gender being resident in the case of mixed groups, with a ratio of at least one adult for every ten children & vulnerable adults.

3. Identification - It is recommended that group leaders always carry some form of I.D. whilst on site.

Failure to comply with the above requirements may mean that we will be unable to permit your group to stay on the premises, until appropriate supervision is in place.

4. Buckfast Abbey personnel entering the building whilst you are in residence are obliged to:

- a) Ask your permission to enter the building. You have the right to defer or refuse entry, unless it is an emergency situation.
- b) Show you their identification.
- c) ask if you wish them to be accompanied by one of your leaders
- d) Advise you of such a visit in advance, where at all possible.

5. Please note the following important points:

- a) We will need to have sight of a DBS certificate or access to the relevant DBS database entry for the person(s) nominated as being responsible for your group whilst on our premises (For this we require their full name, DBS number, date of birth and permission). This must be presented in advance. For non-U.K. groups, evidence will be required which must be equivalent to a DBS Certificate - such as documentary

evidence from your local police. Please be aware that, whilst resident, groups from outside the U.K. are subject to English law.

- b) Failure to produce DBS documentation will mean that we will be unable to permit your group to stay on the premises until such proof is produced.
- c) We need sight of or access to the group's own Safeguarding Policy and/or guidelines

PLEASE SIGN POINT 1 OR 2 OVERLEAF...

POINT 1

Group leader

Full name:

Date of Birth:

DBS number:

Issue Date :

My groups safeguarding policy can be found:

Permission to check your DBS record: Yes / No

1. Signature.....

OR

POINT 2

I confirm that I am not bringing a group with any children or vulnerable adults

2. Signature.....

3. Visiting Groups - residential staff are responsible for the behavior and safety of the children and vulnerable adults in their charge at all times — in accordance with their own authorities/organizational procedures, and consistent with Buckfast Abbey's Safeguarding Guide

(As provided in your accommodation).

Group Name:

Organiser Name:

Date of Group Booking:

I have read and understood the above terms and conditions and I hereby sign to agree to them

Group Organiser Name.....

Group Organiser Signature.....

Date:.....

Group Name:

Arrival Date:

Extra Charges and Naming List for Grangehurst please
complete and return at your early convenience

Item	Extra Charge	Require Y/N
Linen	£2.50 per person per night	
Beds Made	£1.00 per bed	
Travel Cots	£5.00 per stay	
Breakfast Supplies	£4.00 per person per day	
Gas Barbeque	£30 per day	

BED LIST

(For fire safety purposes we need to know which beds are being used in which rooms)

	Room No	En-Suite	Total Beds	Format	Beds to be made up/beds occupied	Names *
Ground Floor	G.2 (Disabled bedroom)	☺	2 beds	2 singles		
	G.3 (Disabled bedroom)	☺	2 beds	2 singles		
	G.4	☺	2 beds	2 singles		
First Floor	1.1	☺	1 bed	1 double		
	1.2	☺	2 beds	2 singles		
	1.3		2 beds	2 Singles		
	1.4		4 beds	4 singles		
	1.5	☺	2 beds	2 singles		
	1.7		8 beds	4 bunks		
	1.8		8 beds	4 bunks		
Second Floor	2.1	☺	2 beds	2 singles		
	2.3		3 beds	3 singles		
	2.4	☺	2 beds	2 singles		
	2.5	☺	1 bed	1 Double		
	2.6		8 beds	2 bunks 4 singles		