



DULVERTON RESIDENTIAL CENTRE

Clifton Catholic Diocesan Trustees: Reg. Charity No: 233977
6 High Street Dulverton Somerset TA22 9HB

TERMS AND CONDITIONS OF USE

Administration – We aim to keep this to a minimum. If you are interested in staying at the Centre please check availability of dates before downloading and completing a booking form. To confirm a booking we require a booking form and a deposit of 25% (a minimum of £100), the balance becomes due 6 weeks before you are due to arrive. If you make a booking within 6 weeks of arriving then the total amount becomes due.

We confirm your booking, and send all receipts, by email. Any late additions to the group can be paid for during your stay in Dulverton. Copies of our H&S Risk Assessment and Insurance are available to download from our website.

DRC Cancellation policy

If you have to cancel your booking you will lose your deposit. If you have to cancel your booking within 6 weeks of your arrival you will lose the full amount. We would hope that your insurance company will recompense you. Companies like www.cancellationplan.co.uk offer cost effective insurance to cover cancellations and loss of deposit. In the case of a cancellation we will obviously do our best to re-let the Centre and if we are successful we will refund the appropriate funds in full.

Check-in is available between 15.00 – 22.00hrs. Please check out by 10.45hrs on day of departure.

A minimum stay is for two nights at weekends. It may be possible to check out later (15.30hrs) if there is no group coming in on the Sunday night.

We ask for a cash deposit of £25, for accidental damage, returnable on check-out.

We do not ask for a security deposit but DRC would expect to be refunded the cost of any damage caused during your stay, over and above normal wear and tear.

We exercise a duty of care to the group leader. The resident Group leader is responsible for ensuring all members of the group behave reasonably, and understand these conditions of use. There is free Wifi on site. [We give the password to the group leader who makes a decision about its wider availability.]

Please ensure the ratio of leaders to young people complies with current legislation. Leaders must not share sleeping accommodation with young people.

We provide one car parking space on site. All other vehicles must be parked off-site, there is a public car park minutes from the Centre. Please ensure there is clear access for emergency vehicles at all times.

The Centre is well equipped. We provide a blanket and pillow for each bed. Please bring sleeping bags (or sheets / duvets), pillow cases (50p to hire), tea towels (£1 to hire), and personal effects.

Fire safety: Do not block doors open, leave obstacles on stairs or passageways, or use rooms for sleeping other than those so designated.

You are responsible for your own security whilst staying at the Centre. No liability is accepted for loss, theft or damage. **Canoes** can be stored behind the Centre at the owners risk.

During the winter months the Centre is heated early morning and evening. Heating is available outside of these hours at a cost.

The Centre is a non smoking establishment.

Recreational activities: No ball games are allowed on site. There is a recreation field 2 minutes' walk away across the river.

Drying facilities are minimal. There is a drying rack in the basement well and a clothes line on the lawn.

Noise pollution: There are houses adjacent to the Centre. Please ensure noise levels do not cause offence to our neighbours. They may reasonably complain if there is excessive noise after 10.00pm. Surrounding buildings amplify any noise made outside. Louder noises are OK in the basement – provided that doors and windows are closed.

Checking-in / checking out: the Centre Manager, or her elected nominee, will familiarise the group leader with fire safety procedures, relevant H&S aspects, and re-cycling /rubbish routine on arrival. A visit is usually made during breakfast on the first day to ensure all is well. **The group leader is responsible for ensuring the Centre is cleaned to a high standard and left tidy.** Details are in the file in the yellow lounge. Alternatively, £50 can be left for a cleaner to fulfil this requirement.