

Terms and Conditions

You can book and pay by phone or post or in person. Booking telephone lines are open:
Winter - 9.30-16.30 Monday-Friday, BST - 9.00-17.00 Monday-Friday & 9.00-14.00 Saturday
You can pay by cheque made out to Mount Batten Park Ltd, by credit/debit card or cash.

Booking

Individual Activities - Following confirmation of availability, a provisional place will be held for 7 days. Full payment must be sent with the booking form and a receipt/letter will be sent to confirm your place.

Group activity booking, Events, Accommodation bookings & Conference rooms - On confirmation of availability, a provisional booking will be held for 7 days. Bookings made for within 6 weeks of your event must be paid in full. Outside 6 weeks, a non returnable deposit of 25% of total costs must be sent with your booking form, or for conferencing and events the room hire will be taken as a deposit if the particulars are unknown at the time of booking. Alternatively, with the prior agreement of the management, a Purchase Order can be used. Your booking will be confirmed in writing within 7 days of receipt. The full balance must be paid 6 weeks prior to your event. The Mount Batten Centre reserves the right to cancel your booking and retain your deposit, if the balance is not received within 6 weeks of your event. The person making the booking will be regarded as the Group Leader and, as such, they, or their organisation, will be responsible of all payments due in respect of the group booking. Any extra costs incurred at the time of the event/conference can be paid for at the time or will be invoiced within 7 days.

Catering - You can book your catering requirements up until 2 weeks prior to your event. Any special dietary requirements should be notified. The full payment and your specific food order is required by two weeks prior to your booking,

Cancellations

We recommend that you take out insurance to cover yourself or your group against loss or damage to personal possessions, unavoidable cancellations or personal accident or illness beyond your control.

Cancellation by you: Cancellations must be in writing and will date from the day received by the Mount Batten Centre.

Activities, Group Activities, Accommodation & Events - For a cancellation made more than 6 weeks before the start date, the deposit will be retained and any balance paid will be returned. For a cancellation made inside 6 weeks, all payments will be retained and any outstanding balance will still be due unless we are able to re-let your booking. It may be possible to transfer onto another course.

All refunds and transfers are subject to a 10% administration fee.

Cancellations by us:

Every attempt will be made to ensure that your course or event actually runs. However, the Mount Batten Centre reserves the right to cancel our provision should circumstances dictate including where numbers fail to meet a workable minimum. In this unlikely event, you will be offered transfer to an alternative date or a full refund.

Adverse weather conditions - It is unlikely that courses will be cancelled due to weather conditions prior to the actual day of the activity delivery.

In the event of adverse weather conditions preventing an activity taking place an alternative will be arranged but no refunds given.

Accommodation - If the accommodation booked is part of a Mount Batten Centre activity package which has had to be cancelled because of weather conditions, every effort will be

made to re-arrange the accommodation to the alternative course date. If this transfer is not possible, a full refund for accommodation not used, will be made.

If the accommodation booking is made by an outside group or individual whose activity has to be cancelled because of adverse weather conditions, no refunds will be given. However, 25% of the total accommodation balance can be carried over for future bookings taken within the following 12 months.

Safety and equipment

We place very high importance on your safety while you are with us. You will only be instructed by qualified, experienced staff. You will be provided with personal protective and safety equipment for your comfort and safety.

You are expected to take every reasonable care of craft and equipment owned or operated by the Centre. Any damage or loss must be reported promptly. Any damage resulting from deliberate misuse or personal negligence will be charged for.

In the unlikely event of an accident, the Mount Batten Centre carries full Public and Product Liability Insurance.

Use of your own equipment while you are at the Centre is at your own risk as we cannot accept any responsibility for any damage or loss to your equipment, however caused. Storage may incur a charge.

In the interests of safety for individuals and groups, activities operating from the Mount Batten Centre must observe our Code of Conduct available from reception. If you are using our equipment, we reserve the right to manage your activity in the light of prevailing weather conditions and the ability of your group.

Conduct in Centre and while participating in activities

Accommodation – All young people 18 and under staying at the centre must be accompanied by either a parent or a consenting guardian who is also staying at the centre.

Groups - All adults accompanying a group agree to be responsible for the behaviour, discipline, parental care and supervision of their own party.

Adult groups and individuals are expected to use the Centre with consideration of other members of the public. The Centre reserves the right to ask individuals to leave the Centre if their behaviour is deemed inappropriate.

The Centre reserves the right to cancel or refuse to accept any booking.

The Centre operates a zero tolerance policy regarding drugs and the inappropriate use of alcohol. The Centre is non-smoking throughout.

Any wilful damage caused to the Centre's fabric or equipment will be charged for.

Awards and Qualifications

We cannot guarantee that you will achieve your qualification but any successfully completed sections will be signed off and can be completed at a later date after further practice.

Activity requirements

All participants should be 8 years old or over or must be accompanied by a participating adult. We ask that you inform us of your water confidence and any medical conditions which may affect participation in activities managed by the Mount Batten Centre. These should be disclosed at the time of booking.

Changes to the Terms and Conditions

The Mount Batten Centre reserves the right to amend these conditions and prices at any time without prior notice.

These conditions are correct as of May 2009

70 Lawrence Road, Mount Batten, Plymstock, Plymouth, Devon, PL9 9SJ.

T: 01752 404567 F: 01752 404450

www.mount-batten-centre.com

E: Activities: activities@mount-batten-centre.com or

For Events/Accommodation/Conference: enquiries@mount-batten-centre.com