

## Dartmoor Activity Centre (Owner)

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## DOT-C / Dartmoor Adventure (Operator)

### Terms and Conditions

#### Bookings and Use of Centre

All lettings are made on the understanding that all property and equipment shall be handed back clean, tidy and to the satisfaction of the management. All damage and loss, other than fair wear and tear, shall be paid for on a new for old basis. The management are authorised to assess such damage or loss and include a charge in the formal account rendered at the end of the letting. **If the grounds, outdoor or indoor accommodation are not left clean & tidy by groups, we reserve the right to make an appropriate charge.**

The CAMPSITE / CABINS are let, together with the use of the dining hall/kitchen and equipment. Bedding and consumable items such as cleansing materials, sanitary goods etc., are not included.

The INDOOR ACCOMMODATION is let complete with all equipment for a maximum of 38 persons. This number must not be exceeded without prior agreement. Personal bedding and consumable items such as cleansing materials, sanitary goods etc., are not included. Gas used is measured by a meter and the cost is added to the account rendered.

The Centre may normally be occupied for week day bookings after 11.00am on the first day of the hire and be vacated by 11.00am on the last, unless other arrangement has been previously agreed with the management. This does not apply to weekend bookings, when incoming groups should not arrive before 5.00pm on the Friday and should leave by 5.00pm on the Sunday.

Details of the facilities provided and the rules governing their use and acceptable behavior of all on site residents, will be explained on a group's arrival at centre and through pre-arrival communication. Unless any issues are raised at this point, it is accepted that these standards and conditions have been agreed upon by user groups.

A **non-returnable** deposit is required to confirm each booking. Deposit funds are used for the operation and ongoing function of the centre throughout the year and in readiness / preparation for a groups arrival date. The balance, together with a charge for gas used, any supplies provided, plus costs to cover damage or loss (where applicable), must be paid to the management in full prior to arrival on site (on departure with regards to damage). All charges will be shown on the formal account, along with payment details.

#### Payment Terms & Conditions

No booking is confirmed, and availability remains open to other users until a deposit has been paid in full. All Deposit must be paid at the point of booking the centre, on receipt of a booking deposit, it automatically becomes NON refundable in the event of group or any other type of cancellation, under any circumstance.

**Cancellation by Group of Booking Remaining Balance Charges Due - Cancellation 8 Months Prior to Arrival = 50% of booking Value, 6 Months Prior to Arrival = 90% of booking Value and In event a cancelled booking being replaced, only the deposit will be retained. This will be based on minimum**

occupancy levels for each accommodation unit booked by a group. Cancellations must be informed in writing and acknowledged by the centre.

**In the event of “Force Majeure”,** The Centre Owners / Operators listed in this document title heading, shall not be liable for any delay in performing or failure to perform any obligation or alterations and cancellations due to any cause beyond the centre owner / operators reasonable control including strikes, lock-outs, labour disputes, act of God, war, riot, civil commotion, terrorism, malicious damage, threats to safety, compliance with any law or governmental order, rule, regulation, or direction, accident, environmental contamination, pandemic, outbreak of disease, national or local government lockdown, breakdown of plant or machinery, fire, flood, storm, difficulty or increased expense in obtaining workmen, materials, goods or raw materials in connection with the performance of this Agreement.

Groups are required to ensure that young people and adults staying at or visiting the Centre have sufficient insurance cover against accident and personal injury, accident, event deemed a “Force Majeure” as well as cover for luggage, personal possessions and effects and cancellation losses. We do not provide insurance cover for loss, damage or theft of personal belongings. The management reserve the right to remove a group from site without notice, in the event that centre staff deem the behavior of a group requires such action. It is a groups responsibility to ensure that suitably qualified/experienced staff lead activities, provide catering, group management and child protection / welfare, health / hygiene and that appropriate insurance/procedures/personel are in place.

Centre risk assessments are available upon request. However, groups are responsible for ongoing dynamic risk assessments whilst on site, including food safety and hygiene. By paying a deposit and arriving on site, it is accepted that the above terms and conditions have been accepted in full.

Dartmoor Activity Centre and DOT-C / Dartmoor Adventure, reserve the right to amend / change booking terms and conditions at any time. It is a groups responsibility to refer to these terms and conditions at the point of reservation and payment of the initial deposit. It will be accepted and assumed that by payment of a deposit, and or arrival on site for a groups booking, that these terms and conditions are accepted in full and without dispute.

The Management Team of Dartmoor Activity Centre and DOT-C / Dartmoor Adventure  
Covering 2019, 2021, 2022, 2023 unless otherwise amended.