

BOOKING GUIDE

for Residential Group Organisers

STEP BY STEP
THIS GUIDE WILL
HELP YOU THROUGH
THE PROCESS



acuk
**PIONEER
CENTRE**
releasing potential

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A BOOKING GUIDE FOR GROUP ORGANISERS



01

Enquiry and Quote

After you receive your personalised quote and you decide to book, we will hold the agreed available dates and quoted price for 14 days only.

02

Confirm your booking

Within the 14 days please sign the booking form and return it to us. Please ensure you have read and understand the cancellation terms and conditions for places / booking.

03

Commitment & Finances

We suggest you obtain a firm commitment from your guests/young people/parents/ carers. Perhaps set up a payment plan for the cost of your event.

04

Cancellations

Any reduction/ cancellation in numbers must be made in writing and may incur a cancellation fee. Please read our terms and conditions carefully.

05

Run up & Activities

Our Guest Services Team will take care of your event. They will send you our information pack between 4-6 weeks before your event. This pack includes information about allocated lodges, day visitors, conference room set up and dietary requirements.

06

Day Guests

We are happy to welcome prebooked day guests in addition to your residential event.

Pay the deposit

After we received the signed booking form we send you a deposit invoice for £30 (including VAT) per person, based on your minimum numbers.

Our finance team will contact you for attendee numbers at 18 weeks before your arrival date, prior to you entering the 16 week cancellation window.

Please make sure that you return it by the requested date.

Confirm your activities (if included) no later than 8 weeks before your event.

MAKING A BOOKING

We will send our standard information and a tailored quote regarding your potential booking for your agreed dates.

If you would like to proceed with the booking please inform us and we send you the booking form for you to sign and return it to us, we will hold your reserved dates for 14 days only. If you need additional time please contact us.

Minimum and Maximum Numbers explained

MINIMUM NUMBERS: This is the minimum number you are financially committing to bring and pay for (unless you increase this number).

MAXIMUM NUMBERS: We use the maximum number to ensure activity group and bedroom availability. We cannot guarantee to be able to accommodate above this number.

Ensure the difference between the minimum and maximum numbers is **no more** than 24. (12 for groups of under 36)

Would you like to book activities?

Activities will be discussed once the booking has been made.

**Return your booking form -
you will receive a confirmation email and
deposit invoice.**



Insurance

You must ensure that you have travel/events insurance to safeguard yourselves against any possible loss to your organisation.

COMMITMENT AND FINANCES

Please pay the deposit

We will send you a deposit invoice based on your minimum number of attendees at a cost of £30 per person (including VAT). Please pay the invoice by the due date indicated. Deposits are nonrefundable and nontransferable.

We suggest that you obtain a **firm commitment/deposit** from your guests/pupils/youth. Ensure you have read and understand the cancellation terms and conditions for any unused places or the whole booking.

Your booked numbers

Any cancellation/reduction or increase in numbers must be made in writing.

INCREASE in Numbers ↗

We try our best to accommodate any increase in group numbers. However it is important that you contact us and check availability for any additional guests, as we reserve the right to fill any vacant lodges, unless you have booked sole use of the centre.

The latest confirmed number received in writing will supersede the number submitted on the booking form.

DECREASE in Numbers ↘

Please note that any reduction in numbers below your minimum booked number may incur a cancellation charge per place booked if the decrease is within our 16 week cancellation window.

Payment Due Dates

DEPOSIT:

Payment by the due date.

MAIN INVOICE:

Payment no later than 4 weeks before your stay and by the due date.

SUPPLEMENTARY INVOICE:

Before arrival

CLOSING INVOICE:

Due immediately
(Further charges apply if unpaid)



Any cancellation/reduction in attending numbers must be made in writing and may incur cancellation fees once you are within the 16 week window

CANCELLATION CHARGES



CANCELLATION CHARGES RESIDENTIAL GUESTS AND DAY GUESTS

Within 16 weeks (26 weeks sole use) of your arrival date	Within 8 weeks (18 weeks sole use) of your arrival date
50% of unused places	100% of unused places

Date cut off 16 weeks -----

Date cut off 8 weeks -----

(As a reminder insert your cancellation date above)

The cancellation charges refer to original quote and Bookings Conditions 6 and 7.

6. Cancellations, reductions and increase in numbers:-

- Cancellation of the entire booking or a reduction in numbers made within sixteen (16) weeks of the start date will be charged 50% of the original fee per place cancelled.
- Cancellation of the entire booking or a reduction in numbers made within eight (8) weeks of the start date will be charged the full fee.
- For full-site bookings the number of weeks indicated in a), and b) above will each be increased by a period of ten weeks i.e., a) 26 weeks, and b) 18 weeks.
- Please note that a cancellation is only effective on the date received in writing.
- Any increase in numbers must be confirmed and accepted in writing.

7. Changes to my booking: Additional administration charges may apply in the following circumstances at £25 + VAT unless stated otherwise. Deadline dates are as stated on the booking form or booking summary [section 4].

- Late / overdue payment (per invoice reminder sent)
- Late departure of accommodation (£150 + VAT per lodge, or £25 + VAT per room)
- Late group information including a) Bedroom lists b) Dietary information c) Final numbers d) Activity group lists e) Medical/Behaviour information.
- Changes to activity programmes within 6 weeks of the start of a booking
 - Entire programmes change – £50 + VAT
 - four or less changes - £25 + VAT

RUN UP

Guest Information Pack

Our Guest Services Team will take care of your event details. They will send you our information pack around 4-6 weeks before your event. This pack includes information about allocated lodges/bedrooms, day visitors, conference room set up and dietary requirements. Please make sure that you return it on or before the requested date.

Conference/Event Room

We will allocate ONE complimentary conference or classroom which will be suitable for the size of the booked group (only groups of 24+ guests) Subject to availability.

Additional hire options possible.

Activities

Please confirm any pre-booked activity programme no later than 8 weeks prior to your arrival date.

DAY GUESTS



We are happy to welcome **pre-booked** day guests in addition to residential guests for your event. (Subject to availability)

Pre-booked

Please be aware that day guests need to be booked in advance with us and be part of your guest list prior to your event including any dietary or mobility requirements.

Sign in

All guests must sign in on arrival and out on departure to comply with statutory fire regulations.

Terms and Conditions

Day Guests are subject to the same terms/conditions and site rules.



Sole use of the Centre:
220 paying guests



Single occupancy room surcharge:
50% of the full adult fee. Subject to availability.

Any questions? Please contact us

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