



Booking Conditions:

1. Wild Retreats Ltd exists to help individuals and groups to get away from everyday life for a short time. All individuals are welcome regardless of gender, marital status, race, ethnic origin, religion, age, sexual orientation or physical and mental ability.
2. Bookings: Provisional Bookings can be made by telephone and will be held for fourteen (14) days only until a non-returnable deposit is received.
3. Confirmation of the booking follows receipt of a completed and signed booking form and payment of a NON-RETURNABLE deposit. A minimum charge of 12 people is applicable to all bookings made, a deposit is charged at the rate of 10% of the minimum charge.
4. Payments: The balance of the FULL PAYMENT IS DUE 4 WEEKS BEFORE THE START OF YOUR VISIT. A final numbers and extra items invoice will then be issued at the end of your stay.

Cancellations/reductions in numbers: – Any CANCELLATIONS MUST BE MADE IN WRITING to Wild Retreats, and is only effective on the date received. Cancellation of a booking or reduction in numbers for any facilities or services booked, including accommodation, meals or activities will be subject to the following charges:

- a) Cancellation of a booking or reduction in numbers made before twelve (12) weeks of a visit – there will be no charge except loss of deposit.
 - b) Cancellation of a booking or reduction in numbers made within eight (8) weeks of a visit will be charged at 50% of the full original fee.
 - c) Cancellation of a booking or reduction in numbers made within six (6) weeks of a visit will be charged at 75% of the full original fee.
 - d) Cancellation of a booking or reduction in numbers made within four (4) weeks of a visit will be charged at 100% of the full original fee.
6. Group Behaviour: Groups are asked to act in a responsible manner and ensure high standards of conduct throughout their stay. Wild Retreats Ltd reserve the right to ban any guest/s who act in a manner likely to affect the safety, comfort or well being of other guests or staff. Illegal drugs and alcohol are not permitted on site.
 7. Termination of Booking: Wild Retreats reserves the right to terminate any booking by groups failing to meet these conditions. We reserve the right not to accept a booking for operational reasons.
 8. Sales: no sales transactions may take place on Wild Retreats premises without the written consent.

Liability and Insurance: a) Whilst using Wild Retreats premises the group leader of the relevant group visiting the centre accepts full responsibility for the members of their group's use of the premises or any activities at the centre. Wild Retreats assumes no liability for injury or death, damage to or loss of personal property, accident, delay, cancellation, irregularity or inconvenience caused, save where such loss is caused or contributed to by the negligence of some person acting as a servant or agent of Wild Retreats. b) Wild Retreats has Public Liability Insurance and Employers Liability Insurance. Groups are advised to have Personal Accident insurance cover and should contact their own insurance company or contact Wild Retreats for details. c) Wild Retreats Ltd cannot accept liability for damage to or loss of personal property, and groups are advised not to bring personal items of value with them.

That finishes the tedious part! For any further details or explanation on booking conditions please feel free to contact us. We look forward to your booking and seeing you in the near future.

Many Thanks,

Mr Ben Tucker (Director)