

Residential Booking Form

Part 1

Horstead Centre

Residential Stays and Activity Days

How to make a booking

1. Call **01603 737215** or email **horsteadcentre@horsteadcentre.org.uk** to check availability
2. Once you have agreed dates and requirements with us we will make a provisional booking for you
3. Complete this Part 1 Booking Form and return to us within 2 weeks, with the required deposit to secure your booking.
PLEASE NOTE: If after 14 days we have not received your deposit your booking is no longer secure and will be made available to other users.
4. **6 weeks before your visit** we require the Part 2 Booking Form.

The Horstead Centre, Rectory Road, Norwich, Norfolk, NR12 7EP

www.horsteadcentre.org.uk Registered Charity Number: 303986 VAT Number 282 0458 63

Important – Please Note:

- We require a £100 deposit per night to confirm your booking and this form completed in full in CAPITAL letters.
- The deposit will be deducted from the final balance shown on your invoice.

School/Group Details

Name of leader: _____

Name of school/group: _____

Email contact for invoice: _____

Address: _____

_____ Postcode: _____

Contact name: _____

Tel: _____ Mobile: _____

Email: _____

Dates

Arrival: _____

Departure: _____

Arrival/departure

For weekday bookings we ask groups to arrive after 13.00 and depart by 12.00 noon on their last day.

For weekend bookings we ask groups to arrive after 16.00 Friday and depart by 15.00 on Sunday

Catering Options

Catered Self Catering

Activity Options

If you have visited us before and would like the same programme, please tick here

Group Details

No. of young people: _____ Age range/Year group _____ No. of leaders: _____

Next Steps

Please read our cancellation policy and payment terms together with the other information about bookings on the next page, before signing, dating and returning this form to us.



Cancellation Policy

Cancellation fees are based on the number of people declared on this form or our minimum number, whichever is the greater.

Low season (Nov–Feb inc)	Minimum number 12 people
Mid season (Mar-Apr inc & Sept-Oct inc)	Minimum number 24 people
High season (May-Aug inc)	Minimum number 24 people

In all cases, your deposit, due within 14 days, is strictly non-returnable.

Cancellation fees:

Within 12 weeks of date of arrival	25% of the full fee
Within 6-12 weeks of date of arrival	50% of the full fee
Within 6 weeks of the date of arrival	FULL FEE

Please be aware of the minimum fees and numbers for the residential accommodation and for the activities.

Payment Terms

You will be invoiced for the number of people declared on your Part 2 booking form or the number of people you bring whichever is the greater. Subject to our minimum numbers, residential charges are based upon the number of people occupying the Centre and charges for activities are based upon individual activity usage.

Our full terms and conditions, including any additional charges which may be payable, are available on our website.

You will be invoiced on the date of your departure. Invoices are due on presentation unless we have agreed otherwise with you in advance. We currently accept payment by cheques, cash or BACS.

Available to Download

To help you to plan and enjoy your stay, the following items are available on our web site and may be downloaded:

- Part 2 Booking Form. This must be completed and returned to us no later than **six weeks** prior to your arrival.
- Our full terms and conditions.
- Pricelists for all the residential stays, activity days and other options we offer.
- Activities list and information.
- Visitor information, including accommodation details and floorplans.
- Statements of insurance, risk management and risk summary.
- Medical and consent forms which must be completed and returned to us before your stay.

From time to time we may contact our customers with information about the Horstead Centre and special offers. Please tick this box if you do not want us to retain your details for marketing purposes.

I have enclosed/transferred a non-returnable deposit of £100 per night booked. Total amount: £

I accept the terms and conditions of booking as set out on your website including the cancellation policy

I have read your statement of risk management and the risk summary as set out on your website

Please tick boxes to acknowledge

Signed: _____

Name: _____ Date: _____