

# RAASAY HOUSE/CLIFTON HALL HOLIDAY CLUBS

## CONDITIONS FOR BOOKINGS

After reading the conditions for group bookings, please sign and return the attached Booking Form. Signing the Booking Form confirms that you have read, understood and accept the Raasay House/Clifton Hall School

### FEES

Supplementary charges, which occur during a course - e.g. loss or damage to equipment or other property, photography etc. will be invoiced separately and such charges are due and payable on receipt of the invoice.

### BOOKING/PAYMENT

Bookings must be confirmed by completing and signing a Booking Form and paying the amount due at time of booking. All cheques should be in pounds Sterling and made payable to Clifton Hall School.

### AMENDMENT OR CANCELLATION BY YOU

a) Amendments: If you wish to change any of the booking dates or details after payment, we will do our best to make the change, but we cannot guarantee that it will be possible. Any amendments must be requested in writing (post, email or fax). An administration fee of £5 will be charged per amendment, payable at the time of amendment. Amendments will not normally be possible less than 2 weeks prior to course commencement. If for any reason it is not possible to fulfil a requested amendment, then the original booking remains a firm Contract.

b) Cancellation: If you wish to cancel your Course place you must notify us in writing (post, email or fax). The cancellation takes effect from the date the notification is received by us. Cancellations will be accepted up to four weeks before the start of the course and fees paid will be refunded.

### FORCE MAJEURE

We will not be liable to pay any compensation if we are forced to cancel or change any aspect of the Course due to circumstances beyond our control which we or our suppliers could not have reasonably foreseen or forestalled. Such circumstances include, but are not restricted to war or threat of war, terrorist activity, riots or civil strife, industrial disputes, natural or nuclear disasters, fire, bad weather, closure of airports, ports or stations, cancellation or changes in schedules by air, land or sea carriers.

### INSURANCE

Raasay Outdoor Centre and Clifton Hall School hold Public Liability Insurance. We strongly advise our clients to arrange their own insurance to cover Personal Accident or Cancellation.

### SAFETY

Raasay Outdoor Centre Ltd, trading as Raasay House, is licensed by the Adventure Activities Licensing Authority, a government body established to ensure competent and safe procedures for centres working with young people.

Raasay Outdoor Centre is a Royal Yachting Association 'Recognised Teaching Centre' and adheres to specific guidelines and recommendations promoted by the national governing body for each outdoor pursuit. Clifton Hall School complies with the requirements of the Fire Prevention Office of the Lothian and Borders Fire Service.

### FITNESS

The courses and activities offered may be strenuous at times, but are within the capabilities of persons of average health. However, participants should ensure that they are in a satisfactory state of health before embarking on a course or other activities.

### BEHAVIOUR

At the time of booking, clients are required to fully advise Raasay Outdoor Centre and Clifton Hall School, and follow up in writing, of any illness, disability, social or behavioural problems that a participant has, or has recently experienced, which might affect the participant or any other participants during their course. We reserve the right to exclude any participant before or after course commencement, if we have not been fully advised, in the sole opinion of management, or if his/her behaviour is incompatible with other course participants. If this happens, the booker will be liable for all additional costs incurred or claims from third parties, and we will not be liable for any compensation. We reserve the right to exclude from the activity programme or the school grounds any person whose behaviour is deemed inappropriate or endangers themselves or others.

### ACTIVITIES

Whilst a wide range of activities is available to guests; we cannot guarantee a completely free choice at any given time. Every effort will be made to complete course programmes, but all courses and activities are subject to the prevailing weather and other unavoidable conditions. We reserve the right to alter and cancel programmes.

### USE OF PHOTOGRAPHIC MATERIAL

On our courses, Raasay House may take photographs of participants during activities which may be used in our publicity material, such as our annual newsletter, our website, [www.raasay-house.co.uk](http://www.raasay-house.co.uk), or in promotional material such as brochures and leaflets. Clifton Hall School may also use the material for similar purposes only. Unless otherwise informed Raasay House and Clifton Hall School will assume we have parental/ guardian consent.

### COMPLAINTS

We will try to resolve any problems as soon as you notify us of them. If you want to complain during the Course, please inform the Operations Manager. If the problem cannot be sorted out satisfactorily, please notify our administration department in writing within 28 days of the completion of the Course, setting out the full details of the complaint. We will reply to you within 28 days of the receipt of your letter.