

# Kairos Centre Terms & Conditions

## BOOKINGS

1. Reservations are only secured on receipt of a completed Booking Form and appropriate deposit payment. All bookings must be made in writing on our **Booking Forms**.
2. For group bookings a 25% deposit of the estimated charge and for preached retreats a £60 deposit is required. Deposits are non-refundable.
3. For group bookings; number of guests, arrival time, room layout and equipment, preferred tea times, meal type and dietary requirements must be confirmed at least 48 hours before the event.
4. **Increases or decreases** to number of guests or meals can be considered up to 48 hours before the event only.
5. The Kairos Centre Management reserves the right to change room allocation at their discretion.

## SETTLEMENT OF ACCOUNT

6. Please ask at Reception for your invoice. Full payment of balance is due same day.
7. For larger Organisations where settlement on the same day is not possible, invoiced accounts must be settled **in full within 30 days** of the end of the event.

## CANCELLATION

8. If you cancel your entire booking, your deposit will be retained and in addition, you may be charged cancellation fees as follows:

<b>Cancellation within:</b>	<b>You may be liable for the following charges:</b>
Total cancellation less than 7 days to the date of your event	50% of the balance of your booking.
Part cancellation of booking within 48 hours of commencement	No cancellation charge for first two rooms cancelled. Any further cancellations result in a charge of 50% of room rate per room.

## Checking in and Out

9. **Residential** guests check in from **15:00 (no check in after 19:00)** and must vacate by **10:00** on day of departure and hand keys to staff at the Reception.
10. The Hirer will be liable for any damage to the room, furniture or equipment caused by themselves or their delegates or anyone for whom they are responsible.

## General

11. The Kairos Centre accepts **no** responsibility or liability (other than as a direct result of its own negligence) for any injury, personal loss or damage to personal property belonging to Hirers or their delegates/attendees, or for their motor vehicles and contents.
12. The Kairos Centre Management decision will be final over determining any questions arising in relation to the interpretation of these Terms and Conditions.
13. The Kairos Centre is a non-smoking building and also mobile phone free in communal areas.
14. The group organiser is expected to complete and return the form *Emergency plan details for person hiring or holding an event*. The group organiser is expected to communicate the information on this form to their participants.
15. All guests are required to observe the Health & Safety and fire regulations, and evacuation instructions.