



OAKWOOD OUTDOOR

Residential Terms & Conditions

BOOKING PROCEDURE

A residential booking may be made by telephone or email. We will then raise an invoice requesting a **non-refundable deposit**. The payment of the deposit confirms your acceptance of these conditions of booking. The booking will be held for 7 days pending receipt of the deposit. We will confirm the booking by phone or email once the deposit has been received. If we do not receive the deposit within that period we will have to cancel the booking. You will receive an email or a phone call to let you know that this has taken place.

PAYMENT TERMS

A **50% non-refundable deposit** is required to secure the booking. If the booking is made more than six months in advance, the deposit can be split as follows:

- 30% due within 7 days to secure the booking
- 20% due 6 months before arrival

Payment for the remaining balance (50%), is due three months before arrival. If we do not receive this payment on time, Oakwood will treat the booking as cancelled, and cancellation fees will apply (see cancellation policy).

If a booking is made within three months of the arrival date, full payment is due within 7 days to secure the booking.

CANCELLATION POLICY

Any CANCELLATION MUST BE MADE IN WRITING to Oakwood Youth Challenge, and is only effective on the date received. Cancellation of a booking for any facilities or services booked, including accommodation, meals or activities will be subject to the following charges:

- a) Cancellation of a booking made within three months of a visit will be charged at 100% of the full original fee
- b) Cancellation of a booking made between three to six months before a visit will be charged at 50% of the full original fee
- c) Cancellation of a booking made more than six months before the visit will result in the loss of initial deposit (30%).

In the event of your booking having to be cancelled by Oakwood, you will be offered either a full refund, or a similar booking on different dates.

In the event of cancellation, by either a group or individual, the deposit is non-refundable.

RESCHEDULING

Residential bookings may be rescheduled up to six months before the date of the booking, with the deposit being carried over to the new booking. Bookings can only be rescheduled once.

Bookings may not be re-scheduled within six months of the bookings. They would need to be cancelled, subject to the above-mentioned cancellation fees, and rebooked.

DAMAGES

We ask that groups accept full responsibility (including payment) for any breakages/damage that result from inappropriate behaviour whilst at Oakwood. When booking, as part of your initial deposit we will require a £250 damage deposit which will be refunded to you a week after departure.

CHANGING YOUR GROUP SIZE

We recommend that you estimate as accurately as possible the size of your group as it impacts on pricing, dormitory allocation and activity session groups. Please see our pricing information for more details.

If the number in your group increases, we will do our very best to accommodate your requirements. A new invoice will be raised for additional numbers, with payment terms as detailed above.

No refunds can be made in respect of places booked but not used, where the numbers fall below our minimum rates.