**BOOKING APPLICATION FORM** 

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| --- | --- | --- |
| **School / Organisation Name** |  | |
| **Date of course** |  | |
| **Name of organiser** |  | |
| **Name of group leader**  **(if different)** |  | |
| **Address of School /Organisation** | **Postcode** | |
| **Telephone** | **Land** | **Mobile** |
| **Organisers contact address (if different from above)** | **Postcode** | |
| **Organisers Telephone** | **Land** | **Mobile** |
| **Organisers email address** |  | |

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| **Group Details** |  | |
| **Size of group** |  | |
| **Age of group** |  | |
| **Male / Female numbers** | **Male** | **Female** |
| **Course requirements** | **eg outdoor activities, D of E, Field studies or bespoke.**  **Please give as much details as possible:** | |
| **Transport** | **If providing your own transport, please give time of arrival and departure** | |

**Declaration**

I have read the terms and conditions overleaf and agree to abide by them on behalf of all members of the group by whom I am authorised to make this booking.

**Date Signed**

Please complete and return this form with your deposit (made payable to LBH Pendarren House OEC) to:

Pendarren House OEC, Llangenny, Crickhowell, Powys NP8 1HE

**Terms and Conditions**

For any course to operate successfully at Pendarren House OEC a degree of planning and financial commitment is necessary by the Centre. This is reflected in the cancellation policy applied below. Charges cover services as outlined in the course details information. These vary from course to course. Please consult if in doubt. Charges are as set out in course information or as agreed by separate written quotation.

**Booking on Courses**

a Places can only be reserved by submitting a completed booking form along with a cheque or official purchase order for the full amount or deposit if paying more than 6 weeks in advance.

b The full course fee must be paid 6 weeks before the start of the course or at the time of booking if less.

c All bookings will be acknowledged by post and a receipt issued.

**Cancellation by the Customer**

a All cancellations must be in writing or by e-mail to [office@pendarren.org](mailto:office@pendarren.org) and acknowledged by Pendarren House.

b Financial costs of cancellation are as follows:

1. Deposits are non-refundable.
2. 50% of the full course fee where cancellation occurs less than 6 weeks but more than 2 weeks before the start of the course.
3. 100% of the full course fee where cancellation takes place within 2 weeks or during a course.

**Cancellation by Pendarren House**

a Whilst every attempt is made to ensure that courses / activities actually run, Pendarren House will notify customers of cancellation as soon as practicable where it believes, on reasonable grounds, that cancellation is necessary due to dangerous and / or unsuitable conditions.

b Pendarren House will notify customers of cancellation not less that 5 days prior to the commencement of the course where numbers, as a result of either customers cancellation or booked numbers, have failed to reach a workable minimum.

c In the event of cancellation customers will be offered the choice of a full refund of the fee paid or another booking on a different date.

**Payment Methods**

Currently Pendarren House can only accept payment by cheque, BACS or internal transfer (for Haringey Council SAP payments only). Cheques should be made payable to “LBH – Pendarren House OEC”.

**Deposit**

A booking deposit of £40.00 per person should be made for all courses.

**Balance of payment**

The balance is due at least 6 weeks before commencement of the course. No invoices will be issued unless requested. In the event that the balance is not received by the due date, Pendarren House reserves the right to cancel your booking.

**Photographs**

Pendarren House may wish to use photographs or video images for promotional purposes eg on the Pendarren House website or in Centre displays. No individual(s) will be identified by name. Please contact the Centre if you do not agree to the use of any images for this purpose.

**Insurance statement**

Pendarren House and Haringey Council will be responsible for only their own liability, including neglect attributable to its employees in the course of their duty. Personal accident and cancellation insurance are not provided. It is recommended that participants or their organisation arrange such insurance.

**Privacy Statement**

Pendarren House Outdoor Activity Centre needs to collect information about the adults who use the centre in order to protect their health and wellbeing while at the centre.

Haringey Council owns and maintains the Pendarren Centre; the Council is the data controller for the personal information that we hold about the adults who use the centre.

The Data Protection Act 2018 basis for processing the information is that the processing is necessary for the purposes of legitimate interests pursued by the controller. The legitimate interest is that we need the information contained in the forms in order to protect the health and wellbeing of the adults who use our service. We will hold the information securely and will not use it for any other purpose. We will not share this information with anyone else except in the event of a complaint or legal claim. We will retain the information for 6 years following the last contact as required by our insurers in case of any incidents, complaints or legal action.

Haringey Council’s Record of Processing Activities sets out full details of why and how we use personal information. You have a right to access the information that we hold and have inaccurate information corrected. Please see the information on the [Data Protection](http://www.haringey.gov.uk/contact/information-requests/data-protection) section of the Haringey Council website for details of our processing activities, your legal rights relating to how we use your personal data and how to exercise those rights.