

TERMS AND CONDITIONS FOR GOING DEEPER 2023

Deposit

A deposit of £75 per person is required to confirm a booking. Deposits are non-refundable and will be deducted from the final balance.

Payments

If booking before the **24th February 2023** then a non-refundable deposit is due to secure the booking. The remainder of the payment is due by **7th April 2023**. If a booking is made from the **24th February 2023** onwards then we will require full payment at the time of booking.

To secure your booking you can either pay the full amount or the deposit. For the remaining balance you will be invoiced. If you wish to pay the remainder in instalments it is essential that you notify us immediately upon making the booking.

Payments can be made via BACS or card (via our online portal).

Cancellation

Payment and acceptance of a deposit constitutes a legally binding contract. Cancelled bookings cause financial loss to UC Grace if they cannot be refilled. For this reason charges apply to all cancelled bookings, both partial and full. All cancellations must be given in writing and acknowledged by us in writing. Cancellation charges apply to the following notice periods in advance:

- Before 19th November 2022 (more than 6 months) | Deposit only
- 19th Nov 2022 – 24th February 2023 (12 weeks – 6 months) | 50% of the total cost
- 24th February – 21st April 2023 (12 - 4 weeks) | 75% of the total cost
- 21st April 2023 onwards (less than 4 weeks) | 100% of the total cost

If UC Grace is unable to fulfil your booking for any reason and has to cancel you will be entitled to a refund or to carry over payments to future dates, whichever is your preference.

If final payment has not been made at the time of cancellation, the customer will be liable for any outstanding cancellation charges.

Rooms

Rooms are a mixture of ensuite and shared facilities. Ensuite rooms are allocated on a first come first served basis. Single occupancy rooms are available on a first come first served basis.

Arrival and Departure Times

Rooms will be ready from 4pm on your day of arrival and we ask that rooms are vacated by 10am on the day of departure. Arrival before 4pm gives you access to the public areas only. We request that guests arriving after 6pm call in advance to make arrangements for checking in. Dinner on the Friday will be at 6pm. Please note that lunch is included on the day of departure. You will need to have departed from the venue by 2pm.

Dietary Requirements

The kitchen team at The Greenhouse Christian Centre will do their best to cater for dietary needs of which they are notified in advance, therefore it is essential all necessary information is disclosed on booking form. Meals are prepared in a kitchen where nuts are used.