

Terms and Conditions



1. Clients / Organisations wishing to book an Open Door Adventure residential stay/course are required to complete and return the booking form.
2. The person making the booking must be authorised to do so and accepts the terms and conditions on behalf of the client / organisation and its participating members.
3. Subject to availability, an organisation's / clients chosen course date will be provisionally booked.

Important: Deposits must be paid within 5 working days of confirming the intention to book or we will release the dates back to the market.

Once the course/booking proposal has been accepted there will be email confirmation to confirm. This will be classed as a firm booking. Bookings are naturally confirmed upon receipt of a booking form and 25% deposit or full payment.

4. **Payment can be made in the following ways:**
 - Cheques Payable to: Open Door Adventure Limited
 - Or Bacs Payment to Open Door Adventure Ltd. Sort code: 09-01-29 and Account: 06525059
 - By debit/credit card over the phone

Once payment has been made a receipt will be sent via our Xero Accounting System

5. The final balance of the course/stay is payable four weeks prior to the course commencement. If late payment occurs a 5% surcharge can be payable.
6. Open Door reserves the right to cancel the course if payment of the balance is not received 30 Days prior to course and a percentage payment will be payable. Please look at Terms 7. It is the client's responsibility to notify Open Door Adventure if late payment due to unforeseen circumstances may be delayed. The 5% surcharge would then be cancelled.
7. Payment of the Deposit indicates a commitment to proceed with the course and to abide by the terms and conditions of booking. We can accommodate up to 54 people. All groups of over 25 people can have exclusive use of the centre, if less than 20 you may have another similar group sharing the centre with you. Both groups would have their own allocated accommodation and different programme.
8. Any cancellation at any time will not be subject to a refund of the deposit. Unless Covid 19 Pandemic restricts, or a real genuine reason prevents the course, in this case we can reschedule the course dates to a later date and your deposit is then safe.
9. Cancellation of the course will incur the following charges which will be deducted from the course fee:

8 weeks before course	25% Balance Due
6 Weeks before course	50% Balance Due
4 weeks before course	75% Balance Due
2 weeks before course	100% Balance Due

At the time of booking any reduction in the delegate numbers booked, unless prior agreement with the client / organisation has been made, full payment for the numbers booked on the booking form or invoice shall be payable, unless genuine sickness can be proved with a Doctors certificate. These candidates who do not attend the course will be refunded to the client booking the course

10. Courses booked less than 30 days beforehand must pay in full immediately on booking and the same charges and timescale apply as in 7/8.
11. Postponement of the course date by the client / organisation will be considered at the discretion of Open Door. If this is mutually agreed by both parties, this can be postponed for a up to a year and no extra charges will be payable by the client.
12. Equipment lost or damaged through negligence, recklessness or intent by any member of the client group / organisation and its auxiliaries must be paid for at the full replacement value by the client / organisation within 30 days after the course and the client / organisation will be invoiced accordingly.
13. Costs incurred in retrieving money lost, or damaged goods, will be payable by the client / organisation.
14. Any loss or damage to accommodation or property or vehicles caused by any client / company member will also be payable by the client / organisation.
15. Open Door reserves the right to make changes to the programme of events where weather conditions or other factors may affect any aspect of safety.
16. Open Door Adventure Limited is fully insured and its staff fully trained. However, all activities are undertaken voluntarily and on the understanding that there is some element of risk and that Open Door Adventure Limited cannot be held responsible for personal injury unless the injury was caused by negligence on its part.
17. Prior to the start of the course, the physical and mental condition of the participants must be ascertained as fit for the course, any illness or condition known to the participants must be brought to the attention of the directing staff. Any prescribed medication must also be informed to Open Door Staff .
18. Open Door Adventure Limited reserves the right to withdraw any delegate it considers is not in a fit mental or physical state to participate in the course.
19. Open Door Adventure Limited reserves the right to cancel a course or withdraw Instructors from an activity if it is deemed inappropriate to proceed with the course.

Cleanliness & Damage Policy Notice

Please note that by booking this property, you agree to the following Cleanliness & Damage Policy:

- You must keep the property and its content(s), including all furniture, electronic equipments, fixtures, fittings and effects in, on or at the Property in the same state of repair as at the start of the stay, and shall leave the Property in the same state of cleanliness and general order in which it was found when you arrived.

A £500 deposit is required at the time of booking. This will be refundable subject to the Business Owner confirming that the Property has been left in the same general order as it was when guests arrived