

	Weekend	Mid-Week	Full Week
Dec 04 - Dec 17 <small>(2016)</small>	£195	£285	N/A
Share Music <small>(Jan 2017)</small>	N/A	£170	N/A
Jan 29 - 9 Feb	£195	£285	N/A
10 Feb - 19 Feb	£260	£369	£585
20 Feb - 30 Mar	£195	£285	£490
31 Mar - 13 Apr	£320	£450	£699
14 April - 25 May	£260	£369	£585
26 May - 3 Sept	£320	£450	£699
4 Sept - 28 Sept	£260	£369	£585
29 Sept - 19 Oct	£195	£285	£490
20 Oct - 3 Nov	£260	£369	£585
4 Nov - 1 Dec	£195	£285	N/A

Price includes breakfast, lunch, evening meal, accommodation and all activities.

Accommodation is available in single, twin and triple rooms, all of which have ensuite, accessible shower rooms. There are also 4 apartments, 1 of which sleeps 7 and each of the others sleep 4.

Weekends breaks are 3 nights (Friday evening to Monday morning)

Mid-week breaks are 4 nights (Monday evening to Friday morning)

Full Week breaks are 7 nights (Friday evening to Friday morning)

The apartments are also available on a self catered basis; please phone 01598 763221 for details.

Full terms & conditions are available on our website: www.calvert-trust.org.uk/exmoor/downloads

Booking Terms and Conditions

To secure a reservation a non-refundable deposit of 25% must be paid over the phone with a credit/debit card, or within fourteen days of an invoice. Reservations made less than three months before the arrival date must be paid in full either over the phone with a credit/debit card or within fourteen days of an invoice. If you require longer to arrange your deposit payment please discuss this at the time of booking. Any remaining balance is then due twelve weeks before your arrival date.

Receipt of payment or a booking form confirms you have entered in a contract with Calvert Trust Exmoor and you accept our terms & conditions. We will always endeavour to provide the accommodation allocated at booking but reserve the right to change this allocation if circumstances dictate. We do not accept bookings from convicted child sex offenders or anyone on the sex offenders register. **We reserve the right to refuse bookings at our discretion.**

The person making the booking is responsible for payment of the full amount due.

Amendments and Cancellations: Please notify us in writing if you have to alter or cancel your booking as soon as possible. We regret that no refund will be made for cancellations or reductions to the number of people in the booking if we are notified less than twelve weeks before your visit. Calvert Trust Exmoor reserve the right to charge an Administration Fee for any change or cancellation to a booking.

Cancellations will be charged on the following scale:

More than 84 days before visit Deposit only

Less than 84 days before visit Full payment

The above charges also apply to any reduction in the number of people in the booking.

If we have to cancel your stay for any reason you will be offered an equivalent visit at an alternative time or a full refund. As long as the Centre is open and operational we do not give refunds or amended dates if you are unable to travel due to adverse weather conditions.

We strongly advise that you arrange holiday insurance to include cancellation cover.

Additional Charges:

Bed Linen: In the event of an accident, we are happy to supply an extra set of bed linen at £4 per set.

Additional Cleaning: If a room requires excessive cleaning due to spillages, there will be an additional charge to cover the time and products necessary to make the room hygienic once again.

Damage: If a carpet, piece of furniture or equipment cannot be saved, then the guest will be invoiced for the cost of replacement.

Mid Visit Changeovers: A nominal charge of £4 is invoiced to cover the cost of fresh bed linen or £20 for a full bedroom clean.

Additional costs: 7 night break - depending on what your group decides to do there might be an additional cost for tickets, entry, travel etc...

Timings: We cannot accept arrivals before 4pm. Departure time is 10 am.

Activities: Activities are arranged in a fixed programme prior to arrival. Please be aware if your group is less than 10 other visitors **may join** your group for activities. We **can only guarantee** that groups/schools of 10 people or multiples of 10 will have an exclusive group whilst taking part in activities. Groups/schools with more than 10 people but less than a multiple of 10 maybe be split in to multiple groups and other visitors join that group whilst taking part in activities. At least one adult from each group/school/family must take part in the activities. Schools and groups must provide at least one adult per group i.e. 3 groups requires no less than 3 adults to supervise (it is your responsibility to ensure an adequate carer to individual ratio). We can only accept 4 wheelchair users per group of 10, this includes those who can transfer. It is the individual/group leader's responsibility to ensure our code of conduct is adhered to at all times.

Please note we will always endeavour to provide published activities but reserve the right to amend/cancel sessions if circumstances dictate.

Pets: Assistance dogs are welcome **by prior arrangement**, but we regret that no other pets are allowed.

Restrictions: We will always try to include everyone on all activities but occasionally this is not always possible. Assistance dogs are unable to attend horse riding, bike or water based activities, but can stay in the bedroom or our outside kennel. Non participating guests or visitors are unable to attend or spectate activity sessions.

Please be aware that we cannot usually offer horse riding/carriage driving at the weekends – unless otherwise advertised.

Sailing is only available between March and October – unless otherwise advertised.

The swimming pool is for our guests' to use as a leisure activity and may not always be available. The pool is not directly supervised by our staff and guests' are therefore responsible for their own safety. We require a minimum of two capable people over the age of 12 in the pool at any one time, who are capable of raising the alarm and/or keeping someone else's head above water in an emergency. Children must be accompanied by an adult. Calvert Trust Exmoor cannot be held responsible for accidents in the pool.

Care Needs: Guests should ensure that they come with adequate care support for a safe, comfortable and enjoyable stay. All carer staff must be capable of assisting their client out of the building in the case of a fire. We regret that CTE staff cannot provide personal care or supervision for our guests. We reserve the right to ask guests to leave without refund if they are endangering themselves, other visitors or staff as a result of their care or supervision needs. We recommend that guests in doubt consult with their doctor or other professional to discuss their needs before making a reservation.

Discounts: Gastro fed - 10% off the fully catered tariff. Night waking staff – 10% off the fully/self catered tariff.

Children aged 3 - 5 can visit at 25% off the full tariff cost as they may not be able to take part in every activity.

Children aged 2 and under are free as they cannot participate in any activities and will need to be supervised by a responsible adult as we cannot provide a babysitting service. This adult will not receive a discount for any activities missed.

Under 18's: A responsible adult must accompany individuals under 18.

Liability: Whilst we take all steps reasonably possible to ensure your safety, to the extent that the law permits, we accept no liability in respect of loss or damage to property or injury to persons during your visit.

Client/guest data: Calvert Trust Exmoor is a registered Data Controller with the Information Commissioners Office (ICO), Registration Number: Z4705660. Personal data provided to Calvert Trust Exmoor will not be shared with third parties but non-sensitive personal data may be used to support Calvert Trust marketing initiatives. All data will be managed in accordance with ICO guidelines.

Complaints: Any issues or concerns during the booking process or your stay, must be raised with Reception or the Duty Instructor (out of Reception hours) at the earliest opportunity, and definitely before you depart.