



Coniston, Cumbria, LA21 8AB
Phone: 015394 41218
Email: Thurston.Info@southtyneside.gov.uk
www.thurston-oec.co.uk
Head of Centre: Andy Sallabank

Self Catering Terms and Conditions

Booking

Provisional Bookings will be held for 10 days only.

To confirm a booking please complete and return the Booking Form.

Please pay a Booking Fee (non refundable) of £200.00.

3. Payment of Balance

You will be invoiced by Thurston OEC for the cost of your booking. All invoices must be paid within 30 days of the invoice date. If you fail to pay the invoice within the prescribed time we reserve the right to treat the booking as cancelled. In this even, the full amount of accommodation costs remain payable by you.

4. Cancellation

All cancellation notifications must be given in writing. Refunds on cancellations will only be made if there is more than 8 weeks notice. Cancellations within 8 weeks of the course will be charged 50% of the course fee. Cancellations within 4 weeks of the course date will be required to pay the full amount. However any cancellation will incur an administrative fee of £25.00.

5. Your responsibilities:

- a) Arrivals and Departures: The house will be available from 4pm on the day of arrival and must be vacated by 10am on the day of departure.
- b) Housekeeping: The house is cleaned, checked and fresh bed linen supplied before your arrival. Cleaning materials are provided for your use in order that the centre be cleaned before your departure and left in the condition it was handed to you. All furniture must be returned to the place it was found. Please do not take indoor furniture outside. Should the centre be left in an unclean state and/or there is any damage to the centre and its facilities, Thurston reserve the right to invoice you to cover the cost of extra cleaning and/or replacement of damaged items.
- c) Noise and behaviour. You are responsible for the correct and decent behaviour of all members of your party for the duration of the booking and for maintaining acceptable levels of noise at the house and within the grounds and vicinity of the property, particularly between 10pm and 8am. In the event of you or any member of your party breaching this responsibility, we reserve

the right to ask you to leave the property and the contract will be terminated with immediate effect without refund or compensation.

- d) Thurston only accommodates the number of people as the beds listed allows. (Max 58 persons). You will be sent a copy of our Rooming List in your Booking Pack. Please ensure that this is completed and returned to Thurston prior to the commencement of your stay. This list will be displayed by the main Fire Exit and must stay there for the duration of your stay in order that we comply with our fire regulations. No person in excess of the number stated on the Rooming List may occupy the property.
- e) Pets are not allowed.
- f) No smoking, including the use of E Cigarettes is allowed anywhere inside of the buildings.
- g) No fires or fire pits are allowed anywhere on Thurstons grounds.
- h) Due to the fact that guest have the option to leave the property locked or unlocked, under no circumstances can Thurston be held responsible for guests belongings whilst guests have the use of the property. Any valuables are left at your own risk. It is your responsibility and essential to ensure that all doors and windows are closed and locked when leaving the property unattended.
- i) We do not accept responsibility for the failure of public services such as Water, Electricity, Plumbing or Sewerages or unforeseen breakdowns of domestic and mechanical equipment such as Plumbing and Heating systems (but in such an event we will make every effort to effect repairs as early as possible).

6. Insurance

We recommend that guests consider taking out appropriate insurance to safeguard against risks such as theft, accident or the cost of cancellation.