



TERMS & CONDITIONS

Standard Booking Procedure

1. Bookings should be made as far in advance as possible. Booking confirmation is subject to all required facilities and delivery personnel being available.
2. Bookings can be held provisionally for a period of 2 weeks only.
3. Bookings will always be confirmed in writing to the lead contact for the group.
4. Your booking will only be secured upon receipt of signed terms and conditions and payment of a non-refundable deposit. *
5. After confirmation you will receive all the required paperwork, and Whitehough staff will work with you to design your programme, allocate accommodation, and build the menu.
6. Confirmation of Final Numbers is required 12 weeks before the date of your booking along with completion of the 'Register' which can be found in your 'Group Pack'.
7. After confirmation 12 weeks before the date of your booking, should the number of participants reduce for any reason, you will be charged based on the confirmed number. (Any additional places requested during this time are only available if the group size still falls within the instructor ratio and will be charged at the full price place rate).
8. The final invoice will be due for payment 6 weeks before the date of your booking.
9. Whitehough Outdoor Centre reserves the right to cancel any booking which does not settle the final balance 6 weeks before their booking date.

* Please note that we do not take a deposit payment for camping bookings. Full details of when/how to pay will be provided on receipt of a completed booking form.

Cancellation – Standard Terms

1. Whitehough Outdoor Centre recommends that you take out appropriate insurance for your stay.
2. Deposits are non-refundable.
3. Final numbers should be confirmed prior to the final balance being settled.
4. Should the need arise to cancel your booking:
 - a. Cancellations from date of booking up to 12 weeks before, any deposit paid is non-refundable.
 - b. Within 12 weeks of the activity start date, you will be liable for 25% of your total booking cost.
 - c. Within 8 weeks of the activity start date, you will be liable for 50% of your total booking cost.
 - d. Within 6 weeks of the activity start date, you will be liable for total cost of your booking.





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5. If Whitehough Outdoor Centre is required to cancel a booking at any point* we will endeavour to work with you to find alternative dates or an alternative provider. Should neither of these be practicable a full refund of any existing payments will be made.
6. Whitehough Outdoor Centre operates all year round. In the event of extreme weather conditions Whitehough reserves the right to cancel programmed activities and offer a suitable alternative activity or date. This will be done purely with the safety of participants in mind.

*If the cancellation is due to COVID then the terms vary – please see below.

Cancellation – COVID-19

Whitehough Outdoor Centre with Burnley FC in the Community has followed all relevant government guidelines and requirements in ensuring that the site can open and operate in a COVID safe manner.

Whitehough Outdoor Centre will always comply with local and national restrictions relating to preventing the spread of COVID-19, and unfortunately this may affect your booking.

Residential Bookings and Day Visits

- If local or national restrictions prevent your visit going ahead, we will endeavour to work with you to find alternative dates or an alternative provider. Should this not be possible, we would expect you to claim on your own insurance policies and provide evidence of this before seeking a refund.
- In the event of individual isolation please see standard booking procedure – point 7, above.
- In the event of Group isolation, the group lead must notify Whitehough Outdoor Centre via Telephone (01282 615688) by 12noon the day before arrival, if this falls out of standard office hours (Saturday and Sunday) please call (07934 854899). We cannot guarantee emails and/or voicemails will be picked up due to the busy nature of the facility; please ensure you speak with someone.
- Due to the use of external activity providers any notifications after this time means you will still be liable for the total cost of your booking.

Please note – ‘Cancellation – covid 19’ terms and conditions are subject to change in line with the government guidelines. Should this be the case we will notify you immediately.

