

PAX LODGE BOOKING CONTRACT

Approved on	March 2005	by	Pax Lodge team meeting
Last Reviewed	August 2009	by	WCM, DWCM:GS, DWCM:P & Pax Lodge team
Next Review	2010		Annually
Responsibility	WCM/Team	Ref No	PL-ADMIN-01

1. Booking confirmation:

Any booking made between Pax Lodge and a client communicating on behalf of a group shall be subject to receipt of the completed and signed application form together with the respective deposit. Pax Lodge will accordingly confirm the booking following the above.

2. Deposit payment:

The client's deposit shall be paid within 28 days of the unconfirmed letter being sent and is non-refundable. The deposit amounts to one night's accommodation per person per night. If booking is made less than eight weeks prior to arrival deposit must be paid at the time of booking.

3. Accommodation costs:

The cost of accommodation at Pax Lodge includes breakfast, bed linen and towels. Accommodation costs are also inclusive of VAT.

Children aged 0 – 1 inclusive using a travel cot shall receive breakfast and accommodation at a charge of GBP5 per night per child.

Costs for programme activities or other services rendered are not included in the price of accommodation at Pax Lodge.

4. Full payment by the client

The client who signed the application form shall be liable for full payment for all those persons to whom the application form applied and for any other persons Pax Lodge was subsequently requested to book.

Full payment, less any deposit prepaid, is to be settled:

For individuals and small groups (less than 10) - the accommodation costs should be paid in full during the client's stay at Pax Lodge.

For groups (10+) – the accommodation costs should be paid in full at least eight weeks prior to the booking.

For Event Participants - the balance to be paid in instalments as follows:

Deposit – 40 – 50GBP (depending on length of event) payable 28 days after booking.

Instalment 1 – 50% less deposit payable 24 weeks prior to start date.

Instalment 2 – remaining balance payable 12 weeks prior to start date.

5. Amendments by the client

Pax Lodge reserves the right to charge for any amendment(s) being made to the respective application form, if requested by the client. A change of name for arrangement exactly as booked does not constitute an amendment, as aforementioned.

6. Cancellations by the client (Event participants only)

Cancellations shall take effect only when Pax Lodge receives written notification from the person signing the booking contract. In all cases of cancellation the deposit will be forfeited and if the booking is cancelled within 24 weeks of arrival the following event fees will be reimbursed expressed as a percentage of the total event fee.

Within 13 weeks	70%
Within 8 weeks	50%
Within 4 weeks	30%
Within 2 weeks	0%

7. Alterations by Pax Lodge

In the unlikely event of Pax Lodge making a major alteration to or cancel a booking, Pax Lodge shall offer to relocate the client to local accommodation of at least comparable standard and issue a full deposit refund. Pax Lodge shall not cancel a booking within 8 weeks of arrival unless it is for reasons outside its control.

8. Damage by and behaviour of the client

Pax Lodge shall be entitled to recover from the client the cost (estimated if not precisely known) of any damage caused by the client. The client undertakes to deport her/himself in an orderly fashion and not to disrupt the enjoyment of others or to prejudice Pax Lodge's reputation with local businesses or other guests. The contract of any client in breach of this clause shall be terminated forthwith and Pax Lodge shall have no further contractual obligations towards her/him.

9. Belongings of the client

All baggage and personal effects of a client shall be at all times and in all circumstances at "owner's" risk except that Pax Lodge shall exercise due diligence wherever possible.

10. Limitation of liability

Pax Lodge shall not be liable to the client for any direct physical loss or damage, injury or extra expense howsoever arising, unless it is the sole and direct result of negligence on the part of Pax Lodge or its employees. Under no circumstances, subject to restrictions by Law, shall Pax Lodge be liable for any indirect damage, loss or profit or revenue of the client or of any third parties.

11. Refunds to clients

Pax Lodge will make no refunds to a client on unused accommodation and meals, or for activities signed up for by a client but not participated in.

12. Complaints by clients

In the unlikely event of a complaint by a client against Pax Lodge, Pax Lodge requests the matter to be discussed directly with the Centre management staff. However should the client believe that the matter was not dealt with adequately by the management staff then the client has the right to submit a written complaint to Pax Lodge within 28 days following the incident.

13. Jurisdiction

All aforementioned terms and conditions and any contract to which they apply are governed in all respects by British Law.