

*Away from it all holidays ...*

## **BOOKING CONDITIONS**

*The Mothers' Union is a Christian organisation which seeks, through its project work, to support families. If the Mothers' Union is able to offer you a holiday, we want you and those who may be with you to all have a great time. For this reason, all applicants are asked to agree to the booking conditions:-*

### **Pilgrim Hall policies**

- ✓ No drugs and no smoking or alcohol in the house. Guests can smoke offsite.
- ✓ Extreme behaviour linked to drinks/drugs/violence will lead to eviction from Pilgrim Hall

### **During the holiday**

- ✓ Only those named on the application form can attend the holiday – no other adults or children can stay.
- ✓ No-one should visit the applicants at Pilgrim Hall unless this has been agreed in advance with Mothers' Union and the referring agent, and then confirmed in writing before the holiday starts.
- ✓ Pilgrim Hall should be treated with respect and left in the condition it was found.
- ✓ All Pilgrim Hall regulations must be followed.
- ✓ Pilgrim Hall staff, team members, fellow holiday makers and members of the public should be treated courteously, so that everyone has an enjoyable holiday. Please remember team members are volunteers and may change from year to year.
- ✓ Children should be supervised at all times by parents/carers, except when specifically in the care of the team.
- ✓ Any damage must be reported to the Mothers' Union team and Pilgrim Hall staff.
- ✓ If any serious problems develop during the holiday, the Mothers' Union team and Pilgrim Hall staff (if applicable) should be advised.
- ✓ Mothers' Union reserves the right to seek compensation from the individual/family for any damage to property or personal injury sustained.
- ✓ Mothers' Union also reserves the right to withhold any deposit which was paid if individuals/families fail to go on the holiday without either:
  - \* giving adequate notice (at least four weeks prior to the start date of the holiday), or:
  - \* providing an appropriate verifiable explanation as to why an individual or family were unable to go on the holiday.