

Saint  
Columba's  
House



## **Booking Terms and Conditions**

### **Your Booking**

Your booking at St Columba's House is confirmed at the time at which we receive your deposit and your completed booking form. Deposits are non-refundable (except in the case of cancellation by St Columba's House).

For residential groups: we will contact you 3 months before your booking takes place (or sooner if booked within 3 months) to finalise the numbers you are booking for. Once finalised at 3 months before your group's stay, this is the minimum number you will be charged for on your final bill and the minimum number any cancellation payment will be calculated on.

Unless you have a bespoke arrangement with us, we calculate deposits on the following basis:

Residential groups - £100 flat fee plus £20 per person per night

Non-residential groups - £100 for catered bookings

Meeting room hire only - full payment in advance

### **Group leader responsibilities**

Ensuring St Columba's House receives information on the dietary needs of group members at least 14 days before the booking takes place (see our dietary policy for further information).

Providing information on group members to enable us to create a fire safety list and, for residential groups, in order to process the booking and allocate rooms, in particular any mobility needs, etc. We also need to be made aware of any children attending to enable us to check that our facilities are suitable for their needs and that your group has sufficient safe guarding policy and practices in place before arrival.

### **Data Protection**

We collect guests' data to allow us to provide meeting room, event and residential services. Some of the data we receive and process will include elements that identify you, such as

names and addresses, this is known as personal data. We may use your data to tell you about other products or services we offer. We will never sell or give your data to third parties.

When we obtain, store and use this personal data, we do so with respect. It is up to us to protect it and to tell you how we are going to use it and to make it easy for you to tell us if you do not wish us to contact you.

### **Payment terms**

Payment must be settled within 30 days of receipt of invoice. Invoices will be issued at the end of your stay.

We review prices on an annual basis, therefore any bookings made for a subsequent year may incur additional costs based on the prices relevant for the time the booking takes place.

### **Payment methods**

BACS                    sort code: 60-23-40    Account Number: 61427039

Bank:                 NATWEST                    Account name: St Peter's Charity

Cheques made payable to St Peter's Charity

Debit and Credit Card Accepted (Amex not accepted)

### **Cancellation**

In the event of you needing to cancel or significantly amend your booking:

More than 3 months before the date your booking is due to take place – deposit forfeited

Between 3-1 month before the date your booking is due to take place – 50% of balance

Less than 1 month before the date your booking is due to take place – full balance

In very rare circumstances St Columba's House may have to cancel events. In such circumstances deposits will be returned in full.

### **Contact Us**

01483 766498

[admin@stcolumbashouse.org.uk](mailto:admin@stcolumbashouse.org.uk)

St Columba's House, Maybury Hill, Woking, GU22 8AB

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