



Peter Ashley Activity Centres

FORT PURBROOK & FORT WIDLEY EQUESTRIAN CENTRE

Booking Terms & Conditions

1. Payment and Bookings

- 1.1. A provisional Booking will be accepted by telephone, letter, email or at Reception in person.
- 1.2. On receipt of a provisional Booking, the facilities requested will be held in the expectation of a Booking for a maximum of 7 days.
- 1.3. A Booking is made by the submission of a completed Booking Form which must be accompanied by payment in full.
 - 1.3.1. Bookings valued at £200.00 or more may be accepted with payment of a 20% deposit.
 - 1.3.2. Where appropriate, a Service Level Agreement (SLA) will be issued by the Centre. This must be agreed and signed by the Client.
 - 1.3.3. An SLA may vary the booking terms and deposit details.
- 1.4. A Booking is only confirmed when the Centre has received a completed booking form and acknowledged the booking, usually via email.

2. Refund of Payments

- 2.1. Refunds for bookings cancelled by the client will be made against the following scale:
 - 2.1.1. More than 31 days' notice – Full refund will be given less a 20% administrative charge.
 - 2.1.2. More than 14 days but less than 31 days' notice – A 50% refund will be given.
 - 2.1.3. Between 14 days and 7 days' notice – A 25% refund will be given.
 - 2.1.4. Less than 7 days' notice or failure to arrive – No refund will be given.
- 2.2. All invoices must be paid within 7 days of receiving the invoice.

3. Cancellations

- 3.1. The Centre reserves the right to cancel a booking for reasons beyond its control (see clause 4).

4. Reasons beyond our control

- 4.1. The Centre will have no liability to the Client under the contract if it is prevented from or delayed in performing its obligations under the contract or from carrying on its business directly or indirectly by any acts, events, omissions or accidents beyond its reasonable control including but not limited to, act of God, war, invasion, rebellion, riot, civil commotion, disorder, malicious damage, fire, flood, epidemic, quarantine restrictions, strikes, lock-outs or other industrial disputes (whether involving the workforce of the Centres or any other party), failure of a utility service or transport network, compliance with any law or governmental order, rule regulation or direction, accident, breakdown of plant or machinery, unusually severe weather or energy supply disruption or default of suppliers or subcontractors.

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Peter Ashley Lane, Portsdown Hill Road,
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- 4.2. The Centre will endeavour to provide mutually acceptable alternative date(s), but if unable to do so, it will make a full refund for monies paid.
- 4.3. The Centre will notify the Client at the earliest opportunity of such an occurrence.

5. Residential Bookings

- 5.1. Final Numbers - Unless otherwise agreed in an SLA, the final number of persons to be accommodated must be notified to the Centre at least 14 days prior to the start of the booking period.
- 5.2. Refunds - No refund will be made in respect of meals not taken or departure from the accommodation before the departure date.
- 5.3. Damage to Facility – The booking group leader will take part in a muster-in on arrival and muster-out on departure. Any damage identified will be charged to the appropriate party.

6. Medical Forms

- 6.1. All participants in activities at the Centres must be named on the Group Medical Form in advance of their visit.
- 6.2. It is the visiting group leader's responsibility to carry relevant medical information for their group during the booked activity/period, as highlighted on the Group Medical Form.

7. Behaviour

- 7.1. All participants and visitors to the centre are expected to behave in a responsible and considerate manner.
- 7.2. Anti-social behaviour will not be tolerated, this includes the illegal consumption of alcohol, excessive consumption of alcohol, illegal drug/legal highs taken or excessive noise levels. Failure to comply will result in the booking being terminated.

8. Insurance and Lost Property

- 8.1. The Client shall be liable for damage to or destruction of any part of the Centres, their fixtures, fittings, and equipment arising out of or in connection with its use by the Client or their customers and members.

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- 8.2. The Client accepts responsibility for arranging appropriate insurance cover to keep the Centres indemnified against all actions and costs in respect of any injury, damage or liability caused by or arising from the exercised or authorised rights given by this booking or non-observance of any terms of this booking by the Client and their customers or members other than any action arising from negligence of the Centre or its staff. The Centre may require details of that insurance at the time of booking.
- 8.3. We're not liable for any loss or damage that may come from using our facilities, unless the loss or damage was foreseeable and arose in the normal course of the booking or you advised us that it might happen. Should loss or damage occur that was unforeseeable then reports will be sent to the representative insurance companies.
- 8.4. It is advised that the Client should carry out their own risk assessment before engagement of any activity. Copies of the Centres' own risk assessments are available to be viewed on request.
- 8.5. The charity accepts no responsibility for personal possessions brought on to the premises.
- 8.6. After an event, any personal items found will be retained for a minimum of two weeks, after which they will be disposed of or donated to charity. The Client should contact the Centre where the event took place within this period.

9. Physical Fitness and Wellbeing

- 9.1. Clients accept many of our Activities are physically demanding and may involve bending, lifting, balancing, jumping, falling, climbing stretching and a degree of co-ordination
- 9.2. Clients shall ensure that they and all Participants have an adequate level of fitness for the activities undertaken.
- 9.3. Smoking is only permitted within designated areas, these will be identified on your arrival
- 9.4. The Centre will not accept handover from parents earlier than booking/course start time.
- 9.5. Collection of participants of Activities or users of accommodation is to be promptly at booking/course finish time.

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10. Other important terms

- 10.1. Animals may only be taken into the Centres with the express permission of the Centre Manager. All animals on site must be kept under control at all times and on a lead in public areas.
- 10.2. Please note that the gates to the Centre will be locked at night for security reasons. Times of locking and unlocking are available from Reception and variations to these times may be agreed between the Client's management team and the Centre Manager.

11. Acceptance of booking

- 11.1. All bookings are accepted on condition that the Client agrees to abide by the Centres' Booking Terms and Conditions and confirms this acceptance on the Booking Form.

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