

Stockeld Park 'Group' Booking Terms and Conditions

1. These booking Terms and Conditions apply to the booking of Stockeld Park Group Bookings (The "Group") Held at Stockeld Park Adventure Site, LS22 4AN.

1.2 These Group Booking Terms and Conditions contain important information concerning participation by you and members of your team and, accordingly, you acknowledge and agree that you shall ensure that all members of your group are aware of and accept these Booking Terms and Conditions.

1.3 No variation to these Booking Terms and Conditions shall be binding unless agreed in writing by Stockeld Park.

1.4 Stockeld Park reserves the right to make changes to your group Activities to conform to any applicable safety or other statutory requirements or otherwise.

1.5 Stockeld Park requires a minimum of 15 people per group booking.

2. Booking Process – Reservation & Confirmation

2.1 To secure a group booking – post or email the on line booking form to the address in clause 3.2 below. A payment for 15 people will be required as deposit. For Payment Terms, see clause 3 below.

2.2 To book a Stockeld Park group visit the Stockeld Park website at www.stockeldpark.co.uk and fill in the online group booking form. Stockeld Park aims to provide quotes within 2 working days of receipt of a request. The quote will be returned to you by email if possible or by telephone if not.

2.3 All quotes are subject to availability and availability will only be checked once Stockeld Park has received your written booking request.

2.4 Prices quoted shall remain valid for 5 days or as otherwise specified in writing.

2.5 Upon receipt of your written booking request, Stockeld Park will make a provisional booking to ensure availability. This provisional booking will be held for five days until receipt of your deposit/payment.

2.6 Failure to send the deposit/payment will result in any provisional bookings being cancelled after the five day holding period.

2.7 Once Stockeld Park has confirmed availability and received your payment, Stockeld Park will send a Booking Confirmation and Receipt of payment. You should contact Stockeld Park within 7 days to advise of any errors in the confirmed reservation or the invoice (or within 24 hours if the booking falls within 14 days).

2.8 The invoice will show the details of your booking, paid amounts and (where applicable) the date on which the balance of the payment is due. Full payment must be received for every reservation 3 days prior to the visit date. Please note that Stockeld Park may not always email or call with

reminders for the balance payment. Therefore it is important to ensure your payments reach Stockeld Park on time. Stockeld Park reserves the right to cancel bookings where the balance is outstanding less than 2 days prior to the party.

3. Prices & Payment

3.1 Prices quoted are in pounds Sterling and include VAT.

3.2 Payment can be accepted by one of the following methods:

- a) By cheque, made payable to Stockeld Farms Ltd and posted to the below Address,
- b) By Direct Bank Transfer using the bank details below,
- c) Card payments can be made directly with our admin team over the phone.

Address: Admin- Stockeld Park Adventure Site, Harrogate Road, Wetherby, West Yorkshire, LS22 4AN.

Our bank details for direct bank transfers:

Bank: HSBC

Stockeld Farms Ltd

Acct No. 81000187

SC 40-46-21

3.3 Any refunds due will be made to the same credit or debit card on which payment was made or, if the card has subsequently expired, by cheque.

4. Safety & Insurance

4.1 Stockeld Park holds a risk assessment and public liability insurance. Should you require a copy of these please request from our admin team.

5. Cancelling your Event

5.1 In the event you wish to cancel the booking, you must write immediately to Admin-Stockeld Park, to the address in clause 3.2. Verbal cancellations will not be accepted. A cancellation is not effective until a copy of your letter is received and acknowledged by Stockeld Park. Cancelling your group booking or change of date, an administration fee of the greater of £5 or 10% of the transaction value will be charged. Cancellation between 2 and 7 days before the group will be charged at 50% of the transaction value, and there will be no refund for any group cancelled within 2 days of the visit date.

5.2 On receiving notice of your cancellation Stockeld Park will make reasonable endeavours to cancel any third party expenses incurred in relation to your booking. You will remain liable to pay Stockeld Park the full cost of any such non-refundable expenses.

6. If Stockeld Park cancels or changes your Event

6.1 It is unlikely that Stockeld Park will have to make alterations to your booking but, as arrangements are planned in advance, Stockeld Park reserves the right to make changes, or, in

certain circumstances, cancel your booking. Most changes are of a minor nature and Stockeld Park will advise you at the earliest possible date. Occasionally Stockeld Park may have to make a "Major Change" which is defined as follows:

- a) Cancellation of the group booking
- b) Change of group visit timings

6.2 If Stockeld Park has to make a Major Change we will inform you as quickly as possible.

6.3 In the unlikely circumstances where an agreement is not reached between the client and Stockeld Park where Stockeld Park have to make changes/cancel the booking, a full refund will be made. Please note that the above options are not applicable to minor changes. Stockeld Park reserves the right to make changes to the booking whether to conform to any applicable safety or other statutory requirements or otherwise.

6.4 In the event it proves necessary to cancel the booking for reasons beyond the control of Stockeld Park e.g. in inclement weather, you shall not be entitled to any refund (in part or in whole). In such circumstances Stockeld Park may, but shall not be obliged to, offer alternative dates or times.

6.5) In inclement weather condition we reserve the right to close any activities without notice, in such circumstances an alternative activity will be offered but no refund will be given.