



BOOKING CHECKLIST 2009

Thank you for your interest in booking your residential stay at Dunfield House. Paul, Sue and the staff at Dunfield are happy to help you through the booking process. This will ensure that all relevant information/payments etc are dealt with in as relaxed a way as possible, giving you plenty of time to plan your individual programme.

Provisional Booking:

Your provisional booking letter or email will confirm the contact details, address/email details, dates agreed; price per person and date of receipt of the deposit. Provisional bookings made from January 2009 will be held for 14 days, should we not hear from you within that two-week period the date will be released. We are happy to provide testimonials from group leaders who have visited this year.



Come for a Visit:

Once you have a provisional booking you are welcome to come and visit, stay for lunch and chat with some of the staff at Dunfield. This can be a useful visit to incorporate into your planning stages.

Group
Leaders
Responsibility

Booking Conditions:

Please read all of the booking conditions carefully. The terms and conditions do have to be enforced but we will always try and help should you need to change your date for any reason.

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Cancellation Insurance:

We hope that you will not have to use it, but please make sure you have cancellation insurance in place to suit the needs of your group. We are happy to supply details of insurers should you require them.

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Confirmation of Booking:

Receipt of the booking contract and your deposit will confirm your booking at Dunfield and acceptance of the terms and conditions. An invoice to raise a deposit can be arranged.

Group
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Planning your Programme:

You are responsible for planning your specific programme. Sue & Paul are more than happy to help with this, sharing our experience of other programmes at Dunfield. We also have personal experience of running youth and adult activities, camps and retreats. A CD with photographs of Dunfield to use at parents' evenings/church events to promote your visit is available. Our website can be found on www.dunfieldhouse.org.uk and we also have a Facebook page.

6 weeks before your stay you will receive by email [or letter if preferred]:

- A group information form detailing numbers, special diets, packed lunch requests etc
- Bedroom floor plans etc
- Generic risk assessments *for your information only*, specific risk assessments for your group remain your responsibility
- Copy of our certificate of employers' liability insurance
- Details of the final payment based on numbers given



3 weeks before your stay:

- Final numbers to be confirmed
- Final payment due

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2 weeks before your visit:

- Fax or email Group Information Sheet to Dunfield

Group
Leaders
Responsibility

Directions to Dunfield:

Directions to Dunfield are in our brochure. **The postcode for Dunfield is HR5 3NN.** If using a sat nav or equivalent, please check you are driving to the correct place. The nearer you get to Dunfield House the more rural the roads, please allow appropriate time for this.

<p>Arrival at Dunfield House:</p> <p>A member of the Dunfield management staff will meet you when you arrive. There will be time to unload cases & equipment, have a drink, settle into rooms and generally allow everyone the opportunity to explore.</p> <p>You will be given or shown information on:</p> <ul style="list-style-type: none"> • Where to find bedding [all bedding is provided, please bring towels and toiletries] • The group leaders pack including necessary documentation that requires completion • Keys required during your stay • Where to make tea and freshly brewed coffee in china mugs, 24 hours a day • Where to access to orange & blackcurrant squash, water biscuits and fruit. • WiFi access for group leader • How to contact the house manager on duty 24 hours a day • Dining room duties/responsibilities • Swimming pool • Tuck shop • Photocopier <p>A member of the Dunfield management will officially welcome your group to Dunfield and tell them a little about the house. All guests are asked to respect and look after the house, grounds, people working at Dunfield, your staff team and each other. A member of the Dunfield staff will also carry out a fire talk and fire evacuation on the first day of your visit [compulsory]</p>	
<p>Rules and Regulations:</p> <ul style="list-style-type: none"> • You will be given a copy of our rules and regulations, you are required to share those that are pertinent with your group. As group leader, you are responsible for compliance with this information. • The house and grounds are designated no smoking – there is a smokers area should you need it • There is not a cash point onsite and the nearest town is 2 ½ miles away. • There is a payphone in the house and mews 	<p>Group Leaders Responsibility</p>
<p>To ensure your stay is successful:</p> <ul style="list-style-type: none"> • A member of staff is around from 6am – 7:30pm every day • Telephone access to the house manager who lives onsite is available between 7:30pm & 6am • A member of staff will ensure that everything is to your satisfaction each morning & night 	
<p>On the day you leave:</p> <ul style="list-style-type: none"> • Ensure all bedding is left in designated trolleys • Ensure that all sweet papers/cans etc are picked up from floors and the grounds • <i>Finally.....please do not forget your packed lunch if you have ordered one!</i> 	<p>Group Leaders Responsibility</p>
<p>Return Booking:</p> <p>For over 43 years, our policy has been to offer a group a repeat booking for the next year. This has led to over 98% of groups making return bookings year on year. To take advantage of this please speak to one of the managers before you leave to pencil in your booking. Sometimes booking dates vary year on year due to Easter & school holidays fluctuating, but we aim to accommodate all bookings as far as possible.</p>	
<p><i>Thank you for booking Dunfield House, have a safe journey home and see you next year!!</i></p>	