

## Terms and Conditions of Booking

**Please note: We are unable to provide personal or health care and if at booking we learnt that a guest would need a carer they would need to provide one themselves – at a reduced rate. When we hold events for groups and churches, the house may be closed to anyone else staying who is not part of the group or church.**

**If there are occasions when we believe our facilities and resources would not meet the needs of a guest then we would recommend alternative options, if possible.**

**We reserve the right to decline a booking if we believe our facilities and resources would not meet the needs of the person or if the person could not be accommodated safely.**

**In all cases,** Crowhurst Christian Healing Centre reserves the right to cancel the guest's booking for the dates the guest has reserved or booked. This is extremely unlikely, but should this event occur, the guest will be fully refunded and we will endeavor to inform you as soon as we can.

**Privacy Notice Please take time to read.** Unless requested – Guest Information will be kept for 2 years. In the case of donation/gift aid any relevant information will be kept for 6. Transparency – guests can ask to see their personal file to see what information CCHC holds

**Data Protection** Personal information provided by guests is stored securely in the Centre's record system/s and will be used solely for the Centre's purposes in accordance with the GDPR General Data Protection Regulation 2018

**Food Allergy Disclaimer** - Please inform us about your food allergy or allergies at time of booking, or at check-in. Crowhurst Christian Healing Centre makes every attempt to identify ingredients that may cause an allergic reaction for those with food allergies. However, there is always risk of contamination as in our kitchen we use products such as milk, eggs, gluten, seafood, peanuts, other nuts, sesame seeds and capsicum, although we have strict cross contamination policies; *we cannot guarantee* a total absence of these products. Guests with food allergies must be aware of this risk. Crowhurst Christian Healing Centre will not assume any liability for adverse reactions from the food consumed, or items one may come in contact with whilst eating any of our meals or itemised food sources. For this reason, please understand that we may not be able to accommodate severe food allergy needs.

**Deposit** A non-refundable deposit of £50 per person is required at the time of booking. This will be deducted from your final account.

**Insurance** We advise that you take out insurance to cover the overall cost of your stay should you have to cancel for any reason **Guest First 0345 908 0101** Or **Goodtogoinsurance.com** for guests with pre-existing medical conditions 0330 024 9949 or **Global Travel Insurance Services 01903 235 042. South Eastern Assisted Travel Railway 0800 783 4524**

**Final payment** Final payment for your stay should be made at least 14 days prior to your arrival. Immediately if booked within this period.

### **Cancellation Terms**

We are not able to refund or transfer any deposit/balance once it has been paid and recommend that you take out insurance: **Refunds** no refunds or reductions are made for accommodation and meals paid for and not taken.

**Payment** For your convenience we accept cash, debit and credit cards, payments by cheque need to be made payable to The Divine Healing Mission. **Total Cost** The final cost of your stay will be calculated on the price as published at the time of your confirmed booking.

If you need to contact us about your booking -Please quote your name, receipt number and arrival date

- **Availability of Accommodation** Your room will be available from 2.00pm on the day of your arrival. If you need to arrive earlier then you are welcome to use our facilities. Should you need lunch on your arrival day this can be available with prior notice at the usual charge
- **Departure** Guests are requested to vacate their rooms by 10.00am on the day of departure. This does not mean that you have to leave the house at that time. The public facilities of Crowhurst Christian Healing Centre are available to you on your day of departure should you wish to make use of them.
- **Mobile Phones.** We ask that you switch your mobile to silent while in the house and chapel. There is a designated area to use mobiles within the house 'the sun corridor'. Mobiles are not to be used in the bedrooms as the walls are thin!
- **Laptops.** Please be aware that guests cannot use the office computers to access the internet or their email. Guests with their own personal lap top can access the internet in the 'main lounge'. Wi-Fi is available – \* please ask for the code at reception. **No laptops, mobiles or ipads in the the Quiet Lounge**
- **Damage and Liability** Guests and visitors will be liable for the cost of repair or replacement of any damage caused to the buildings, grounds or property of CCHC for which they are personally responsible. \* We ask guests to please keep all money and valuables with them at all times, unless locked in their room
- **Packed Lunches** Are prepared at breakfast time so, if required, we would appreciate notice the evening before.
- **Pets** Guide dogs and hearing dogs are the only pets allowed on the premises.
- **Smoking** In accordance with legislation, no smoking is permitted in any of our buildings.
- **Alcohol** the Centre has a non-alcohol Policy. Communion wine is non-alcoholic. No alcohol is used in any food produced at the center.

- **Electrical Appliances.** Guests are not able to use personal electrical appliances at the Center. **For guest safety we have all CCHC electrical appliances tested yearly.** We have hair driers for guest use, and an iron and board \* please ask at reception on arrival. Tea making facilities are available in guest's bedrooms. Towels are also provided.
- **Car Parking** All cars are parked at owner's risk. Overnight **no cars** to be parked in the front car park as it hinders emergency vehicles – unless the back-car park is not in use 'for example – building work' in which case guests will be informed.

Terms and Conditions of Booking – October 2019 (Word/J.st)

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**South Eastern Assisted Travel Railway**  
0800 783 4524