

Terms and Conditions of Booking

Arrivals & Departures, you are welcome to arrive from 8.30am although **your bedroom will not be available until 2pm**. Please vacate your room by 10am on the day of your departure.

Medical & Health Care, Guests are entirely responsible for their own care whilst staying at CCHC, including responsibility for any medications they require. We are not able to provide any medical, physical or psychiatric care here at the Centre, including situations where people become ill while here. We regret that if someone becomes ill while staying here we reserve the right to ask them to return home or to transfer to hospital. Additionally, if someone arrives without their medication we will have to ask them to arrange for supplies to be sent promptly or to end their stay and return home.

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.

Data Protection & Privacy Notice Please take time to read our separate privacy policy which outlines how we use information provided by guests 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.

South Eastern Assisted 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, our normal policy is that we are not able to refund or transfer any deposit/balance once it has been paid (we recommend that you take out insurance) and 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.

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

Pets Guide dogs and hearing dogs are the only pets allowed on the premises.

Smoking In accordance with legislation, smoking and vaping **are not** 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.