Rhossili Bunkhouse

Terms & Conditions

Please check availability and read these Terms & Conditions before completing a Booking Enquiry Form.

The information provided on our web site (www.rhossilibunkhouse.com) also forms part of these Terms & Conditions. Any omission or error in the information issued by Rhossili Bunkhouse Limited (RBL) using any medium may be corrected by us without liability. Any changes will be notified at the time of booking or as soon as is reasonably possible thereafter. Submitting a Booking Enquiry Form, either online or by post, indicates acceptance of these Terms & Conditions.

WiFi is available in the Hall and Foyer area. This facility is currently free of charge, with no guarantees or support.

Please note the following restrictions:

- Smoking is **illegal** within the buildings. It is not permitted anywhere on the premises.
- No portable electric fires are allowed on the premises. All areas are centrally heated.
- No naked flames or fireworks are permitted on the premises.
- Pets are not allowed on the premises.

**Prices**

**Bunkhouse Accommodation**

Peak and Low Seasons (all dates are inclusive):

<table>
<thead>
<tr>
<th>Season</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Peak</td>
<td>Wed 1 Jan</td>
<td>Thu 1 Jan – Sun 4 Jan</td>
<td>Fri 1 Jan – Sun 3 Jan</td>
</tr>
<tr>
<td>Closed</td>
<td>Thu 2 Jan – Thu 30 Jan</td>
<td>Mon 5 Jan – Sun 1 Feb</td>
<td>Mon 4 Jan – Thu 28 Jan</td>
</tr>
<tr>
<td>Low</td>
<td>Fri 31 Jan – Thu 27 Mar</td>
<td>Mon 2 Feb – Thu 26 Mar</td>
<td>Fri 29 Jan – Thu 24 Mar</td>
</tr>
<tr>
<td>Peak</td>
<td>Fri 28 Mar – Sun 28 Sep</td>
<td>Fri 27 Mar – Sun 27 Sep</td>
<td>Fri 25 Mar – Sun 25 Sep</td>
</tr>
<tr>
<td>Low</td>
<td>Mon 29 Sep – Thu 18 Dec</td>
<td>Mon 28 Sep – Thu 17 Dec</td>
<td>Mon 26 Sep – Thu 15 Dec</td>
</tr>
<tr>
<td>Peak</td>
<td>Fri 19 Dec – Wed 31 Dec</td>
<td>Fri 18 Dec – Thu 31 Dec</td>
<td>Fri 16 Dec – Sat 31 Dec</td>
</tr>
</tbody>
</table>

We accept **advance bookings only.** **Check-in:** from 4:00 to 9:00 pm. **Check out:** by 10:30 am.

**Occupancy**

<table>
<thead>
<tr>
<th>Shared (price per person(^1))</th>
<th>Season</th>
<th>Per Night</th>
<th>7 Nights</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low: Every day of the week</td>
<td></td>
<td>£19</td>
<td>£120</td>
</tr>
<tr>
<td>Peak: Sunday to Thursday only (^2)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Full</strong>(^3) (one group up to 18 people)</td>
<td>Low &amp; Peak (all year)</td>
<td>£320</td>
<td>£2,000</td>
</tr>
<tr>
<td><strong>Sole</strong>(^3) (one group up to 22 people(^4))</td>
<td>Low &amp; Peak (all year)</td>
<td>£370</td>
<td>£2,300</td>
</tr>
</tbody>
</table>

**Special Events** - see the information below concerning events such as Wedding Receptions, Parties, Sporting or Corporate Events, where more than 25 people will be using the Hall.

**Notes:**

- Minimum booking for Shared Occupancy is 2 people (sharing one room) for 2 nights.
- Friday and Saturday and Bank Holiday week nights in Peak Season can be booked as Full or Sole Occupancy only.
- Groups requiring Full or Sole Occupancy must also pay a Bond. See Exclusive Use of the Bunkhouse below.
- The maximum number of people staying overnight is 22 (Sole Occupancy):
  - **18 in the first floor rooms plus 4 using the single sofa-beds in the ground floor lounge.**
  - **NB: The use of the Hall is no longer included in Sole Occupancy.** See Village Hall Facilities below.

**Cots for young children:**

We don’t provide cots for young children. If a child uses a bed, the full charge is levied. However, there is no charge for a young child in travel cot sharing a room with parents. If you erect a travel cot, please ensure that it does not block any Fire Exits.
Village Hall Facilities

<table>
<thead>
<tr>
<th>Facility (minimum hire is 4 hours)</th>
<th>Capacity</th>
<th>Per Hour</th>
<th>24 Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Hall (inc Kitchen)</td>
<td>100</td>
<td>£10</td>
<td>£120</td>
</tr>
<tr>
<td>Meeting Room</td>
<td>20</td>
<td>£5</td>
<td>£60</td>
</tr>
<tr>
<td>Refreshment Facilities (in Meeting Room)</td>
<td></td>
<td></td>
<td>£5 per session</td>
</tr>
</tbody>
</table>

Notes:
5. The hire period for the Hall and/or Meeting Room must include sufficient time for preparation after arrival and clearing up prior to departure.
6. The Hall is not available as overnight accommodation. If the Hall is required in addition to Full or Sole Occupancy, then the Hall combined with the Meeting Room can be booked out either:
   i. as part of a Special Event for up to a maximum of 100 people, or
   ii. separately for the full duration of your Bunkhouse booking for up to a maximum of 25 people.
7. If requested in advance, Refreshment Facilities (a kettle, crockery and cutlery) for up to 20 people can be provided in the Meeting Room at an additional charge per session. Hirers to provide their own consumables (tea, coffee, milk, sugar, biscuits etc) and the facilities must be washed, dried and returned tidily. A tea towel will also be provided.

Special Events

This information is for groups requiring use of the Hall for a Special Event, for example a Wedding Reception, Party, Sporting or Corporate Event on a specified day. For events lasting longer than one day, please contact us. The facilities may be viewed by appointment – see: Viewing the Facilities.

Hall, Meeting Room, Kitchen and Bunkhouse accommodation

Price: £1950 per Special Event, which includes:
- Sole Occupancy Bunkhouse accommodation (including Kitchen) for 3 nights for up to 22 people;
- Exclusive use of the Hall and Meeting Room for the Sole Occupancy period for up to 25 people;
- Exclusive use of the Hall and Meeting Room for a one-day Special Event for up to 100 people.

A separate bond of £975 will be required in advance. Please see the section on Exclusive Use of the Bunkhouse for information on bonds and terms and conditions associated with Full and Sole Occupancy and Special Events.

Hall, Meeting Room and Kitchen only, no overnight accommodation

Exclusive use of the Hall, Meeting Room and Kitchen for up to 100 people for a one-day Event will be subject to the normal hire charges plus a bond of £350. (The value of the bond is based on the current insurance excess). In these circumstances the Bunkhouse accommodation becomes automatically unavailable for separate hire.

For the attention of Event/Group Organisers

Preparation after arrival and clearing up prior to departure must be undertaken and completed within the hire period. The storage of any customer property (including property hired by or loaned to the customer for the event) before or after the agreed hire period will attract additional hire charges – see: Storage and Disposal.

Payments

We accept payment by
- Cheque made out to Rhossili Bunkhouse Limited
- Bank Transfer by arrangement with the Bunkhouse Manager

We also accept payment (except for Bonds) via all major credit/debit cards
- Credit Card by telephone (Additional charge: 2% for VISA/MasterCard; 2.5% for other cards)
- Debit Card by telephone (No additional charge)

We shall send a written booking confirmation and payment schedule after receipt of your booking enquiry. The deposit required to confirm your booking is 30% of the total cost. The total cost and bond(s) must be paid 8 weeks before your arrival date. If any payment is overdue, we may cancel your booking. Deposits are non-refundable.
Making a Booking

Bookings must be made by an adult (over 18 years of age at the time the booking is submitted). All bookings are subject to availability and RVH reserves the right to decline any booking, for whatever reason, at its sole discretion. Minimum booking is 2 people sharing one room for 2 nights.

Provisional booking

Until the deposit is paid, all bookings are regarded as provisionally and can, as such, be subject to change by either party without penalty. Provisional bookings will only be held until an agreed date and allocated on a ‘first come first served’ basis. If a deposit is not received within the relevant time, as set out in the table below, the accommodation will be released for booking by other guests. Bookings cannot be made more than 18 months in advance.

<table>
<thead>
<tr>
<th>Time before proposed stay:</th>
<th>When deposit must be paid to confirm your booking:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 4 months</td>
<td>Immediately following our acceptance of your provisional booking</td>
</tr>
<tr>
<td>Between 4 and 8 months</td>
<td>Within 1 week of our acceptance of your provisional booking</td>
</tr>
<tr>
<td>Between 8 and 12 months</td>
<td>Within 2 weeks of our acceptance of your provisional booking</td>
</tr>
<tr>
<td>Between 12 and 18 months</td>
<td>At 12 months before date of stay</td>
</tr>
<tr>
<td>More than 18 months</td>
<td>Provisional booking not available</td>
</tr>
</tbody>
</table>

Confirmed booking

Confirmed bookings will only be accepted up to 12 months before the first arrival date. The Contract and confirmed booking for the accommodation will be formed when we accept your completed booking form and we receive your agreed deposit in full. Any agreed contract cannot be amended unless confirmed in writing by an authorised representative of RBL and yourself.

RBL reserves the right to increase or decrease prices prior to a confirmed booking. Any price changes will be notified by the time of booking confirmation. If you are unhappy with the price change, you may cancel your booking within 7 working days of this notice without penalty.

Changing a Confirmed Booking

If you want to change your booking

Changes to a confirmed reservation (e.g. dates of visit, numbers of people booked etc.) are allowed subject to the availability of a suitable alternative. Any additional costs incurred in accommodating your request will be agreed when you request your changes. Changes requested within 8 weeks of the date of your first arrival date will be treated as cancellations.

If you cancel your confirmed booking

Cancellation charges on all bookings are set out in the table below. These charges are calculated based on the date we receive written confirmation of your cancellation and the number of days left before the agreed date of your first arrival.

<table>
<thead>
<tr>
<th>No. of days</th>
<th>Amount you must pay</th>
</tr>
</thead>
<tbody>
<tr>
<td>More than 8 weeks</td>
<td>Loss of deposit</td>
</tr>
<tr>
<td>8 weeks to 4 weeks</td>
<td>50% of the total cost of your stay</td>
</tr>
<tr>
<td>4 weeks or less</td>
<td>The total cost of your stay</td>
</tr>
</tbody>
</table>

If we change your booking

In the unlikely event it is necessary to alter your booking, in total or in part, RBL will inform you as soon as is reasonably possible of any necessary changes. You can either: accept the changed arrangements; or cancel your booking and receiving a full refund of all payments made.
Exclusive Use of the Bunkhouse

Groups requesting exclusive use of the Bunkhouse (i.e. Full or Sole Occupancy, or Special Event) must include at least two adults (as defined above) and additionally pay a Bond as follows:

<table>
<thead>
<tr>
<th>Occupancy</th>
<th>Bond</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full (Bunkhouse only, one group up to 18 people)</td>
<td>£320</td>
</tr>
<tr>
<td>Sole (Bunkhouse only, one group up to 22 people)</td>
<td>£370</td>
</tr>
<tr>
<td>Special Event (Hall and Meeting Room for up to 100 people, plus Bunkhouse accommodation (including Kitchen) up to 22 people)</td>
<td>£975</td>
</tr>
</tbody>
</table>

*If the Hall is booked in addition to Full or Sole Occupancy, a bond for the Hall will also apply:*

| Hall (Use of the Hall for up to 25 people, for the duration of Full or Sole Occupancy) | £350   |

The Bond(s) must be paid by BACS bank transfer or by cheque (made out to Rhossili Bunkhouse Limited), within the same timescales as required for the Full payment. The condition of the premises on arrival and on departure will be inspected by authorised representatives of RBL, including taking photographs as appropriate.

On departure, if the premises are found to be in the same condition as when the group arrived, the value of the Bond will be returned in full as a cheque made out in the name of the original booker (Group Leader) or by BACS bank transfer (by arrangement) within 21 days of departure. If any new damage is identified or the premises are found to be unreasonably dirty, i.e. require extra cleaning or tidying up, then the Bond will be retained in its entirety by RBL.

Our representatives will carry out their inspection of the premises on the arrival of a group, and at 10:30 am on the day of that group's departure. We welcome the Group Leader accompanying our representatives when they inspect the premises, at both arrival and departure. RBL will decide whether the Bond should be retained or returned, based on the advice of its representatives.

The Hall is not included in Full or Sole Occupancy. If the Hall is required in addition to Full or Sole Occupancy, then the Hall must be booked out separately for the full duration of your Bunkhouse booking. The Hall is not available as overnight accommodation, nor is it available for hire in conjunction with Shared Occupancy. The Hall may not be available for hire, if it is already booked for community activities or events.

Viewing the Facilities

Visits to view the premises, perhaps as part of organising a Special Event, are welcomed. However, all visits must be arranged in advance with the Bunkhouse Manager or other authorised representative(s) of RBL. Wherever possible these visits should be Mon-Fri 0900-1100, as we may not be able to provide access outside of this period.

Storage and Disposal

Storage (and moving where necessary by us) of any items delivered to the premises in advance of the relevant booking period and/or collected after the expiry of the relevant booking period will attract additional charges according to our Hall and/or Meeting Room hire rates, depending on where the items are stored. Items cannot be stored anywhere other than the Hall and Meeting Room.

The delivery and storage of all items must be agreed in advance with the Bunkhouse Manager or other representative(s) of RBL.

Any items not collected within 7 days after expiry of the relevant booking period will be assumed abandoned and will be disposed of by RBL as it sees fit. RBL will not be liable for damage to, or for returning, any items left on the premises before, during or after any booking. Abandoned personal effects may be returned at our discretion at the owner's cost.
Use of the WiFi Facility

A WiFi facility is currently provided free of charge. If you wish to use it, please ask for information on arrival. RBL does not provide any support for this facility, nor does it provide any guarantees that you will be able to connect to the Internet. Please do not ask the RBL staff for support, as they will not be in a position to help you.

You should be aware of the possible security risks associated with connecting your computer to a network. It is your own responsibility to keep your computer free from malicious code (i.e. viruses, etc.) and secure it against unauthorised access (i.e. 'hackers'). You are strongly advised to take precautions such as installing up-to-date anti-virus software and applying any security 'patches' issued by your operating system provider.

Your usage of the WiFi facility and the network is regulated by relevant UK law, and it is your responsibility to familiarise yourself with its requirements (see Data Protection Act 1998; Parts of the Criminal Justice and Public Order Act 1994; Computer Misuse Act 1990; Copyright, etc. and Trade Marks (Offences and Enforcement) Act 2002).

In particular, you must not use the WiFi facility or the network to:

- Send or otherwise make available to others any material that is offensive, obscene or indecent, or infringes the copyright of another person (e.g.: MP3 or other audio or video formats). The United Kingdom has strict laws on obscenity. You should also be aware that copyright law still applies to the Internet.
- Make available by any means (e.g. Web server, FTP server or file-sharing software) any material unless you are the copyright holder of that material, or have a licence to make that material available, or the material has been expressly put into the public domain and you can demonstrate this. By material we mean any information that can be stored on a computer: multi-media files such as video, music, speech, etc.; still images; text; software; or other file formats. An explanation of copyright is available on the UK Patent Office Web site; global copyright is explained at the World Intellectual Property Organisation site.
- Cause annoyance, inconvenience or anxiety to others. Examples would include abusive or offensive Emails.
- Access or attempt to gain access to, computer systems, data or resources to which you are not authorised. Only use those resources that you have permission to access.
- Provide network services (such as DNS, DHCP, Bootp or other such services that may interfere with the normal running of the network). You should make sure that your computer does not.
- Provide access to other users (for example by connecting a hub or modem to a wifi-networked computer, or by passing on your password to a third party).
- Access network services in such a way as to deny reasonable access to the network for other users, for example, by excessive use of network bandwidth. This could include the use of personal web or FTP servers, or file-sharing software.
- Misuse of the WiFi facility will result in the withdrawal of your network access. It may also result in action being taken by the police.
Liability

Our liability to you

RBL shall ensure that the facilities are provided in accordance with our terms and conditions and the Contract is executed by us with reasonable skill and care.

We shall not be liable to you for any losses which are not foreseeable by both you and us when the Contract is formed. Except in relation to death or personal injury caused by our negligence RBL’s liability remains, at all times, limited to the value of the confirmed contract.

If part(s) of the facilities (except the free WiFi facility) are not provided you must notify us within 28 days. Any alleged breach will be investigated and if agreed you shall be entitled to an appropriate refund.

The key cards issued to guests can unlock doors, but they cannot close them. RBL is not liable for damage to or loss of property. So, in order to protect your property and that of your fellow guests, please ensure that all doors, including the Outside Store, are closed and locked at all times.

For your protection, Fire Exit notices are posted on the inside of each bunkroom door and in the other main areas and corridors. A Fire Plan is also posted in the Lobby and the Lounge. Please read the notices, identify Fire Alert boxes, Fire Fighting equipment and note the Fire Exit routes and assembly point. Never use a wedge or other device to keep a door open. In the event of a fire, this could be very dangerous.

RBL will not be liable to you for any losses or damage caused by use of the WiFi facility. It is your responsibility to protect your computer system.

Your liability to us

If your behaviour is deemed to be unacceptable or causes damage your booking may be terminated and you may be asked to leave RBL premises. No whole or part refunds will be made under these circumstances.

Your Information

Personal information supplied to us will only be stored and used for the purposes of carrying out our contact with you.

Your View

We value your opinion of our facilities. In April each year, we invite those who booked to stay with us during the previous 12 months to respond to a brief online customer satisfaction questionnaire. We hope that you can contribute to this as not only does it highlight areas for improvement, but it also gives us the confidence that we are doing some things right. Your view will help us to improve our facilities so that they continue to meet your needs and those of all of our guests.

Contact us

You can book, enquire or complain by:

- Completing the relevant form on our Web site: www.rhossilibunkhouse.com
- Sending us an email: bookings@rhossilibunkhouse.com
- Calling our Office: 01792 391509
- Visiting us in person at the Bunkhouse - it is advisable to call to make an appointment.
- Writing to us at: Rhossili Bunkhouse, Middleton, Rhossili, Swansea SA3 1PL

If you wish to make a complaint during your stay, please speak to the Bunkhouse Manager in the first instance so that we can be given the opportunity to resolve any issues as soon as possible.

RBL Board of Directors, 7 January 2014

RBL Terms & Conditions v4.2 1 May 2014