



Booking Checklist 2017

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 and planning 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 program.

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 can be held for 3-7 days dependent on time of year, should we not hear from you within that provisional offer period the date will be made available to other groups. We are happy to provide testimonials from group leaders who have visited this year.



Come for a Visit: Either prior to or after making 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.

Group Leaders Responsibility

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.

Group Leaders Responsibility

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. Payments can be made by Bank Transfer or cheque

Group Leaders Responsibility

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. Photographs can be downloaded from our Flickr account on our website (top left hand corner at top of each page) or by a google search. Our website can be found on www.dunfieldhouse.org.uk Documentation to help with planning can be found on www.dunfieldhouse.org.uk/documentation

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

- Details of the final payment based on numbers given
- Our group information form detailing numbers, special diets, packed lunch requests for fully catered service
- A reminder of where to access documentation



6 weeks before your stay:

- Final numbers to be confirmed to Dunfield by email or fax
- Final payment due

Group Leaders Responsibility

2 weeks before your visit:

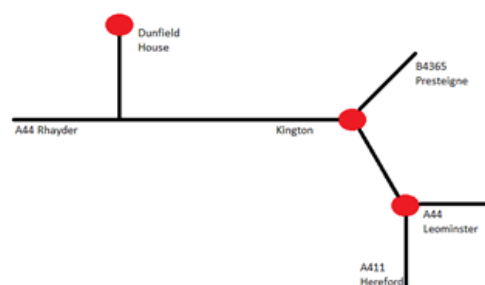
- Send **group information sheet** to Dunfield if you have booked a fully catered service by email or fax

Group Leaders Responsibility

Directions to Dunfield:

The postcode for Dunfield is HR5 3NN

Further directions to Dunfield are in our brochure. If using a sat nav or equivalent, please check you are driving to the correct place, put a via point in of Kington, Herefordshire if unsure. The nearer you get to Dunfield House the more rural the roads, please allow appropriate time for this and add additional time on your Sat Nav predictions.



Arrival at Dunfield House:

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. If a school or youth group the following will help your group find their way around.

You will be given or shown information on:

- 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.
- Wi-Fi 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, data projector and portable PA system

A member of the Dunfield management team 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. This is to ensure the safety of your party and to comply with good practice.**



Staying Safe:

- You will be given our information book with documents that require your signature for activities (eg. swimming, adventure playground, management of your group etc), 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 designated 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 main house

Group Leaders Responsibility

To ensure your stay is successful:

- A member of our Dunfield staff is around from 8 am – 7:00pm every day
- Telephone access to the house manager who lives onsite is available between 7:00pm & 8.00 am
- A member of staff will ensure that everything is to your satisfaction each morning & evening



On the day you leave:

- Ensure all bedding is left in designated trolleys left out for you
- Ensure that all sweet papers/cans etc are picked up from floors and the grounds
- *Finally.....please do not forget your packed lunch if you have ordered one!*

Group Leaders responsibility

Return Booking:

For over 50 years, our policy has been to offer a group a repeat booking for the next year. This has led to over 85% 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 for your next visit if your numbers meet our minimum requirement for the time of year of your booking. Comparable dates can vary depending on fluctuations in school holidays. We aim to accommodate all bookings as far as possible.

Thank you for booking Dunfield House, have a safe journey home and see you next year!!