

Dunfield House & Stables Booking Form

Name of Group <i>[if applicable]</i>	Click here to enter text.	
Name of Group Leader	Click here to enter text.	
Contact Address	Click here to enter text.	
Post Code	Click here to enter text.	
Contact Telephone [work]	Click here to enter text.	
Contact Telephone [mobile]	Click here to enter text.	
Contact telephone [home – if applicable]	Click here to enter text.	
Email Address	Click here to enter text.	
Booking period required:	Click here to enter text.	
Accommodation required <small>[please indicate]</small>	House & Stables Full Board	Click here to enter
	House only Full Board	Click here to enter
	Stables Self Catering	Click here to enter
	Stables Catered service	Click here to enter
	House/Stables Catered Day Visit	Click here to enter
Anticipated number in Group	Click here to enter	
Deposit Calculation:		
Fully catered two nights in the main house or stables	= £20 per guest	Click here to enter
Fully catered three nights or more in the main house or stables	= £40 per guest	Click here to enter
Self-catering – stables	= £150 per night	Click here to enter
Day Visit	= £100	Click here to enter
Additional Notes;		
<p>I have completed the booking form and enclosed/or processed electronically or by post the correct deposit for my booking. I can confirm that the email address this booking form is sent from is my address and that sending the email constitutes an agreement between myself and Dunfield House Limited to comply with the attached Booking Terms and Conditions. I have also read the attached Data Privacy Notice and give my consent for the information shared during this booking and in relation to my visit and group to be used & stored as documented. I am willing to be contacted by:</p> <p style="text-align: center;"> Telephone YES <input type="checkbox"/> NO <input type="checkbox"/> Email YES <input type="checkbox"/> NO <input type="checkbox"/> Post YES <input type="checkbox"/> NO <input type="checkbox"/> </p> <p><i>I am aware that I can contact Dunfield House Limited at any time to discuss this policy and personal information held. We advise you to retain a copy of your completed booking form. Dunfield House contact details are: Sue & Paul Norton (House Managers), Dunfield House, Kington. Herefordshire. HR5 3NN Tel: 01544230563 Email: info@dunfieldhouse.org.uk</i></p>		
Signed: Click here to enter text.	Date: Click here to enter text.	

BOOKING PROCESS:

INITIAL CONTACT –A provisional booking can be made by telephone, email or letter. Your preferred date can be held for up to one week. A booking form will be sent to you with booking terms and conditions and a communication checklist. The date provisionally held will be made available to other groups at the end of the seven-day period if we have not heard from you.

CONTRACT 1 - To secure your booking a completed booking form and deposit must be received. Booking will be confirmed by return. *Payment in full is required if booking is made within 6 weeks of visit*

CONTRACT 2 - 8 weeks prior to visit your final payment is required based on anticipated numbers. 2 weeks prior to your visit final group numbers, meal requirements and special diets [if fully catered service is required] need to be sent to Dunfield via email or post.

CONTRACT 3 – an adjustment invoice must be settled within 30 days or your visit

LATE PAYMENT - In the rare instance where an account is not settled by the due date, a surcharge of 2% on the outstanding balance will be made per month to cover administrative costs.

CANCELLATION OF BOOKING:

Cancellations MUST be made in writing. If your cancellation is within:

At any stage:	deposit retained
26 weeks of booking:	25% of full cost payable
16 weeks of booking:	50% of full cost payable
12 weeks of booking:	75% of full cost payable
6 weeks of booking:	100% of full cost payable

MINIMUM NUMBERS

HIGH SEASON [MAY, JUNE, JULY & AUGUST]

House & stables full board:	70 guests
House only full board:	55 guests
Stables self-catering	N/A
Stables catered service	15 guests

MID SEASON [MARCH, APRIL, SEPTEMBER & OCTOBER]

House & stables full board:	60 guests
House only full board:	45 guests
Stables self-catering	N/A
Stables catered service	15 guests

LOW SEASON: [NOVEMBER TO FEBRUARY]

House & stables full board:	50 guests
House only full board:	35 guests
Stables self-catering	N/A
Stables catered service	15 guests



MANAGEMENT OF YOUR GROUP:

We recognise that we have a duty of care to groups who visit the centre and have implemented assessments, checks and procedures which are reviewed at regular intervals. However, the designated group leader of your party remains responsible for the supervision and safety of all group members for the duration of your stay. Dunfield House Limited provides accommodation, meals [if catered service is booked] and a maintenance service. Dunfield House Limited does not currently employ staff to supervise your group. You should be aware that the people in your charge must be supervised at all times to ensure their safety. The group leader should check facilities before the commencement of any activities and any issues or concerns must be reported to Dunfield House Limited prior to the activity taking place.

General risk assessments for the property are available on request. Risk assessments specific to members of your group and the activities that you carry out as part of your visit to Dunfield remains the responsibility of the designated group leader.

REPEAT BOOKINGS

Repeat bookings year on year are secured for groups who meet the minimum numbers for their visit. Groups will be offered the opportunity to book Dunfield at short notice if their group size falls below the minimum number however, this date cannot be guaranteed on a yearly basis.

ADDITIONAL INFORMATION

If your party is below minimum numbers a surcharge can be made to secure a booking, please contact us to discuss options.

If final numbers fall below the minimum requirement at the time of your visit, then a charge of 75% per person below the minimum number will be incurred

You are strongly advised to take out holiday and travel insurance to ensure that you are financially covered for a shortfall in numbers, guests cancelling at the last minute, ill health etc.

We reserve the right not to accept a booking without reason but especially where it may contradict the ethos and spirit of how good the world can be here at Dunfield.



Please contact us should you require further information

Sue & Paul Norton

House Managers,

Dunfield House, Kington. Herefordshire. HR5

3NN Tel: 01544 230563. Fax: 01544 231189

Email: info@dunfieldhouse.org.uk

Website: www.dunfieldhouse.org.uk

Dunfield House is owned by the COMMUNITY OF CHRIST and is operated by Dunfield House Limited (Company Registration Number 3708138, VAT Registration Number 729014838) for THE DUNFIELD CHARITY (Registered Charity Number 1075384).

DATA PRIVACY NOTICE - DUNFIELD HOUSE LIMITED

The **General Data Protection Regulation (GDPR)** is a legal framework that comes into effect on May 25th, 2018. It sets governance, guidelines and best practice for the collection and processing of personal information to run our business.

To ensure we comply with the new guidelines we have reviewed personal information kept and the reasons for doing so.

Please feel free to contact us if you have a question that is not answered below

1. Your personal data – what is it?

Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or in conjunction with any other information likely to come into our possession. The processing of personal data is governed by the above regulation.

2. Who are we?

Dunfield House Limited is the data controller. This means we decide how your personal data is processed and for what purposes.

3. How do we process your personal data?

Dunfield House Limited complies with GDPR by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure.

We use your personal data for the following purposes: -

- To interact with you and members of your group e.g. by telephone, post, email, website, text or social media. This data is mandatory, without this we cannot enter into a contract with you
- To comply with legal & best practice data collection e.g. bedroom lists, dietary needs
- To process sensitive information; e.g. dietary requirements, disability or religious beliefs
- To document accidents on site, this data is mandatory
- To inform you of news, events, late deals, activities at Dunfield House
- To fundraise and promote the interests of Dunfield House

4. What is the legal basis for processing your personal data?

- **With your consent;** where we process personal information with your consent, you can withdraw at any time, but this may affect the service we provide
- **To fulfil a contract;** we will process your information to administer your stay with us.
- **For a legitimate interest;** to help achieve our business interests where the activity does not affect your rights
- **To comply with legal obligations;** e.g. we are required by law to keep records in case there is an emergency, so we can make sure you are safe
- **Vital Interest & Special Categories;** Data which is considered sensitive is given greater protection.

5. Sharing your personal data

- Your personal data will be treated as strictly confidential and is held in password protected computers and cloud-based systems.
- Our long-standing policy of no disclosure of your personal details to a third party without consent continues (*unless required to for legal obligations*)

6. How long do we keep your personal data?

We keep data following guidance under the GDPR. Please contact us if you would like to know the approximate dates that data is held in your name.

7. Your rights and your personal data

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data: -

- The right to request a copy of your personal data which the Dunfield House Limited holds about you;
- The right to request that Dunfield House Limited corrects any personal data if it is found to be inaccurate or out of date;
- The right to request your personal data is erased where it is no longer necessary for Dunfield House Limited to retain such data
- The right to withdraw your consent for us to use your data for business and marketing purposes
- The right to ask for Dunfield House to send you, or another organisation, certain types of information about you in a format that can be read by computer

8. Further processing

If we wish to use your personal data for a new purpose, not covered by this data privacy notice, we will provide you with a new notice explaining how your data will be used.

9. Full Privacy Document

- If you would like more information, please contact us to discuss a particular question or to ask for a copy of our full Data Privacy Policy
- Our contact details are: Sue & Paul Norton (House Managers), Dunfield House, Kington. Herefordshire. HR5 3NN Tel: 01544230563 Email: info@dunfieldhouse.org.uk