

Thank you for your interest in booking your residential stay at Dunfield House. Paul, Sue, Mike and the staff at Dunfield are happy to help you through before, during and after your visit. 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 made will be held for 7 days, should we not hear from you within that period the date will be released. We are happy to provide testimonials from group leaders who have visited this year.



**Come for a Visit:**

Once you have 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.

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. Our website can be found on [www.dunfieldhouse.org.uk](http://www.dunfieldhouse.org.uk) and we also have a Facebook and Instagram page. Photographs of Dunfield to use for promotion of your visit are available on our website (click middle circle to the left of the home page icon).

**Documentation can be found on our website:** <http://www.dunfieldhouse.org.uk/the-house/documentation-to-help-with-planning>, this contains:

- Group information form detailing numbers, special diets, packed lunch requests for fully catered service
- Bedroom floor plans etc.
- General risk assessments *for your information only*, specific risk assessments for your group remain your responsibility
- Copy of our certificate of employers' liability insurance
- Swimming pool documentation for staff to sign if students will be using our pool



**6 weeks before your stay:**

- Final numbers to be confirmed
- Final payment due

Group  
Leaders  
Responsibility


**2 weeks before your visit:**

- Fax or email Group Information Sheet to Dunfield if fully catered service required

Group  
Leaders  
Responsibility

**Directions to Dunfield:**

Directions to Dunfield are in our brochure. **The postcode for Dunfield is HR5 3NN.** If using a sat nav or equivalent, please check you are driving to the correct place. The nearer you get to Dunfield House the more rural the roads, please allow appropriate time for this. Please ensure you access Dunfield via the A44 Kington to Rhayader road. If your sat nav takes you onto the B4362 make sure you either remain or continue to the A44. Access from the B4362 is along a narrow 1.5 mile long lane with just two passing places.

<p><b>Arrival at Dunfield House:</b></p> <p><b>A member of the Dunfield management staff will meet you when you arrive.</b> There will be time to unload cases &amp; equipment, have a drink, settle into rooms and generally allow everyone the opportunity to explore.</p> <p><b>You will be given or shown information on:</b></p> <ul style="list-style-type: none"> <li>• Where to find bedding [all bedding is provided, please bring towels and toiletries]</li> <li>• The group leaders pack including necessary documentation that requires completion</li> <li>• Keys required during your stay</li> <li>• Where to make tea and freshly brewed coffee in china mugs, with 24 hour access</li> <li>• Where to access to orange &amp; blackcurrant squash, water, biscuits and fruit.</li> <li>• WiFi access for group leader</li> <li>• How to contact the house manager on duty 24 hours a day</li> <li>• Dining room duties/responsibilities</li> <li>• Swimming pool</li> <li>• Tuck shop</li> <li>• Photocopier</li> </ul> <p>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. <b>A member of the Dunfield staff will also carry out a fire talk and fire evacuation on the first day of your visit [compulsory]</b></p>	
<p><b>Respect for the Property and staff:</b></p> <ul style="list-style-type: none"> <li>• At Dunfield we do not have a list of rules and regulations, we just ask that your group respects our staff, the property and themselves and your staff team. Our group information pack gives you guidelines including our risk assessments. As group leader, you are responsible for signing and compliance with this information.</li> <li>• The house and grounds are designated no smoking – there is a smoker’s area should you need it</li> <li>• There is not a cash point onsite and the nearest town is 2 ½ miles away.</li> <li>• There is a payphone in the house only and good mobile phone signals – Vodaphone is the best signal</li> </ul>	<p>Group Leaders Responsibility</p>
<p><b>To ensure your stay is successful:</b></p> <ul style="list-style-type: none"> <li>• A member of staff is around from 8 am – 7:00pm every day</li> <li>• Telephone access to the house manager who lives onsite is available between 7:00pm &amp; 8.00 am</li> <li>• A member of staff will ensure that everything is to your satisfaction each morning &amp; night</li> </ul>	
<p><b>On the day you leave:</b></p> <ul style="list-style-type: none"> <li>• Ensure all bedding is left in designated trolleys</li> <li>• Ensure that all sweet papers/cans etc are picked up from floors and the grounds</li> <li>• <i>Finally.....please do not forget your packed lunch if you have ordered one!</i></li> </ul>	<p>Group Leaders Responsibility</p>
<p><b>Return Booking:</b></p> <p>For over 53 years, our policy has been to offer a group a repeat booking for the next year. This has led to over 87% 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. However, if you were unable to meet minimum numbers for your stay this year we may not be able to offer you a date for next year Sometimes booking dates vary year on year due to Easter &amp; school holidays fluctuating, but we aim to accommodate all bookings as far as possible.</p>	
<p><b><i>Thank you for booking Dunfield House, have a safe journey home and see you next year!!</i></b></p>	

Dunfield House is owned by the COMMUNITY OF CHRIST and is operated by Dunfield House Limited,  
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