



Booking Procedure

1. Contact us by phone or email to check that the dates you require for your booking are available and to make a provisional booking
2. Within two weeks of making a provisional booking you need to send us:
 - The correct deposit amount
 - A completed booking form

Please note we are unable to send reminders for deposits and booking forms and a provisional booking may not be able to be held after the two week period

3. One month before your arrival date, we ask for an update on numbers attending and for groups on our full board tariff, an indication of special dietary needs in your group
4. Two weeks before your arrival date, we will need to have:
 - firm details of guest numbers
 - bedroom allocation list/s including where any bed linen and/or towels is needed
 - numbers and ages of any children
 - updated special dietary needs (for those on our full board tariff)
 - a copy of your programme and any other requirements e.g. any high chairs or travel cots

We would encourage all group organisers to ask us about anything concerning your booking no matter how trivial it may seem. Our aim is to answer and deal with any issues before your arrival so that your conference runs smoothly and all those who attend have an enjoyable stay and are able to be refreshed in their walk with Jesus