



Booking Terms & Conditions

Thank you for considering Hebron Hall for your group Conference or Retreat. Please take time to read these terms and conditions thoroughly and contact us if you have any queries.

Office hours

The bookings office is available 9:00am - 4:30pm Monday to Friday. There is a voicemail service when the office is closed.

Telephone: 029 2051 5665

Email: bookings@hebronhall.org

Accommodation charges are calculated on the number of guests attending, subject to minimum occupancy levels below.

	Minimum occupancy	Maximum occupancy	No of bedrooms
Grace House	50	91	24
Potter's House	25	35	14
Ebenezer House	10	15	8
Grace + Potter's	75	128	38
Grace + Ebenezer	60	108	32
Potter's + Ebenezer	35	50	22
All three Houses	85	141	46

If your stay is off-peak (i.e., not a weekend or school holidays) the minimum occupancy charge may not apply. Please contact us for more information.

There is an additional charge payable for single occupancy if required.

Day visitors will be charged for and all attendees must be registered

The Conference Centre is closed over Christmas and New Year.

Booking Procedure

Provisional bookings may be made initially by telephone or e-mail but must be confirmed with a booking form and deposit within **two weeks** of the provisional booking being made. If no booking form and deposit have been received after this time, we reserve the right to offer those dates to others. We regret that we are unable to send reminders and, due to demand, are unable to extend a provisional booking beyond this timescale.

Booking Form

House(s) required: Grace House / Potter's House / Ebenezer House
(tick as appropriate)

Name of group: _____

Group organiser: _____

Email address: _____

Postal address: _____

Post code: _____

Contact no(s): _____

Arrival date: _____ Arrival time: _____

Departure date: _____ Departure time: _____

Expected no of adults: _____ Children: _____

Food provision: Full board / Self-catering (*See self-catering charges below)

Swim session required Y/N (Time preferred) _____

*Self-catering charges:

A hire charge of £200 per kitchen facility is now applicable for cleaning and maintenance costs from 2024

Deposits required:

Grace House £500 / Potter's House £400 / Ebenezer House £250

All deposits are non-refundable and non-transferable

Deposit amount enclosed: £ _____ ** See below for payment details

I confirm that I am authorised to act on behalf of the above-named group. I have read, understood and agree to be bound by the booking terms and conditions.

Signed _____ Date _____

Please return this booking form with your deposit to:

Hebron Hall Christian Centre, Cross Common Road, Dinas Powys CF64 4YB

Cancellations and changes to bookings

All cancellations in full or in part must be in writing and from an authorised official of the group. We recommend that all groups arrange appropriate insurance to cover the cost of a potential cancellation.

Cancellation charges are as follows:

- More than 52 weeks before arrival loss of deposit only
- 32-52 weeks - 25% of cost
- 22-32 weeks - 50% of cost
- 10-22 weeks - 75% of cost
- Less than 10 weeks - 100% of total cost

****Payment details**

Payment by bank transfer is due a minimum of two weeks prior to the beginning of your stay. We are currently unable to accept payment by debit or credit card.

Bank name:	Lloyds Bank, Penarth
Account name:	Hebron Hall Ltd
Sort code:	30-96-52
Account number:	00498393
Reference:	Group name & date of stay

Arrival and Departure Times

Groups must not arrive before 4 pm on their first day. This is important as housekeeping may still be making up rooms following the departure of another group. You will be unable to access your rooms prior to 4pm.

Groups will need to vacate their bedrooms by 9.00 am on the day of departure please, to allow the rooms to be serviced for the next guests. It may be possible to vary these times by prior arrangement dependent upon how busy our facility is at the time of your stay.

You will however be free to use the other facilities on site but would ask that you leave the site by 11.00 am ***unless by agreement with us as part of your programme.***

Facilities available

- For self-catering groups, each House has a well-equipped kitchen
- Rooms in Grace House and Potter's House have en suite shower rooms
- All beds are supplied with duvets and pillows, bed linen and towels.
- We regret that Laundrette facilities are not available to guests.
- Beverage kitchens with microwave and facilities for self-service tea and coffee
- Small Sports Hall (please check availability)
- Tennis Courts
- Table Tennis, Snooker and Pool room (Grace House and Potter's House only)
- Small chapel for personal prayer and devotional times (Grace House only)
- Outdoor areas for games and barbecues
- Swimming pool
- Data projectors in Grace House and Potter's House

- PA system including induction loop in Grace House and Potter's House
- Wi-Fi internet connection
- Whiteboards and Flipchart easels - an additional charge is made for pads
- Communion set available on request
- A bin can be provided on request for babies' nappies
- An iron and ironing board are available (in kitchen areas only)

Items not supplied

- Toiletries and soap
- Towel for swimming
- Games Equipment for the Sports Hall or outdoor use
- First aid kits

Additional notes for self-catering groups:

- Additional items to bring - washing-up liquid, dishcloths, tea towels, toilet rolls, bin bags
- Groups are responsible for emptying bins on departure
- In co-operation with the Duty Warden, groups are responsible for locking up at night
- Self-catering groups are responsible for all aspects of food hygiene and any breakages

There may be an additional cleaning charge imposed if the catering facilities are not suitably cleaned to the required standard by the outgoing group.

Conditions of Hire

- No smoking/vaping is permitted on the premises, although guests may smoke/vape outside
- Alcohol is not permitted on the premises at any time
- Bonfires and fire pits are not permitted at this current time
- With the exception of registered assistance dogs, we are unable to accommodate pets and they must not be left in vehicles
- Please be considerate of other guests, residents and neighbours by playing music only at moderate levels
- Avoid noise outdoors and in the Sports Hall after 10:00pm and before breakfast
- No excessive noise inside the Centre after midnight please
- Please respect the private areas of the site including Kings' Court, Bethel House Residential Care Home and staff-only areas
- Children should be supervised at all times and those under 14 years of age are not allowed in the games room without a responsible adult
- For everyone's safety, roller skates, roller blades, skateboards, hoverboards and electric scooters are not permitted on site
- Please leave your rooms clean and tidy when vacating the premises. A vacuum cleaner can be borrowed from the Duty Warden if needed. It would be greatly appreciated if you would strip your bedding and place this and used towels in the laundry trolleys which will be on each floor.
- You are welcome to move furniture in bedrooms or communal areas to suit the needs of your group but please return them on departure
- Nappies should not be put in indoor bins or with general waste, use the designated bin

Financial Support

The charity has a small bursary fund to ensure that individuals are not prevented from attending due to lack of finance. If a member of your party needs help please let us know and we will discuss this with you.

Swimming Pool

A session in the swimming pool is included in the cost of each group booking at the Centre. Further swims may be booked with prior notice but there may be an additional charge for these. You are also able to join the public swim sessions by paying the appropriate fee when these are available. A qualified lifeguard must be on the poolside when the pool is open.

The following conditions apply to pool use:

- The lifeguard is responsible for the safety and wellbeing of swimmers and has the authority to exclude individuals who compromise safety
- Small inflatables, floats and other items may be used in the pool at the discretion of the lifeguard
- In the interest of safety, the lifeguard has authority to limit the number of people in the pool. This is restricted to a maximum of 30 people.
- Groups are responsible for the behaviour and conduct of their members
- Children under 16 must be accompanied by sufficient responsible adults
- No outside footwear is allowed on the poolside. All pool users must enter through the footbath
- Groups must use the pool changing rooms and return to the centre wearing dry clothing and footwear

Car Parking

Car parking is available either at the rear of Grace House, in the main car park by the tennis courts or in Ebenezer House car park. Cars may be unloaded near the respective entrances but **must be moved** to the car park as soon as possible to avoid inconveniencing others. Parking in the courtyard of Grace House or immediately adjacent to buildings is not allowed.

Liabilities

- Groups are responsible for child safety policies and safeguarding procedures and first aid.
- Groups are responsible for ensuring Personal Emergency Evacuation Plans are in place for guests who may require assistance in an emergency evacuation.
- Groups must ensure that they carry sufficient public liability insurance and produce a copy of the insurance certificate if requested.
- Groups are responsible for arranging appropriate event insurance cover.
- Self-catering catering groups are responsible for ensuring that caterers are suitably trained in and meet the food safety and hygiene regulations.
- Hebron Hall the right to charge for damage beyond normal wear and tear.
- Hebron Hall cannot be held responsible for accidents sustained during activities or for loss of or damage to or motor vehicles.
- Hebron Hall will not be responsible for any claims, actions or demands arising out of the negligence of guests whilst staying at and using the centre.

Safety Notice

- Please ensure that all food preparation is undertaken in designated kitchen areas.
- Electric shavers and hairdryers may be used but other personal electrical appliances, eg kettles, electric heaters and irons are not allowed.

Directions

By road

To avoid the congestion characteristic of any Capital City, we suggest that drivers do not rely on satnav, but use these directions for easiest access.

Leave the M4 motorway at Junction 33 and take the first exit (A4232) signposted *Cardiff Airport and Barry*.

Leave the dual carriageway after 3.1 miles at the Culverhouse Cross interchange. On the slip road follow the centre lane through the traffic lights and take the third exit (A4050 Port Road) signposted *Cardiff Airport and Barry*.

Follow this road for 1.7 miles through traffic lights and across four roundabouts. (Do not be tempted to turn off at the sign for Dinas Powys on the fourth roundabout).

At the fifth roundabout, take the first exit (A4231 Barry Docks Link Road) signposted *Sully and Docks*.

At the second roundabout (McDonald's on right), take the first exit left onto the A4055 Cardiff Road, following signs for *Dinas Powys*.

After about 1¼ miles you will see *Neuadd Hebron/Hebron Hall* signposted to the right. Take this right turn onto Cross Common Road and almost immediately turn sharp left, then right again into our driveway.

The office is by the main entrance in the large red brick building at the top of the drive. Group leaders are asked to contact the main office in Grace House on arrival.

Grace House and Potter's House guests should follow the driveway right around the building to the car park by the tennis courts and enter using the rear entrance.

Ebenezer House guests should park in the first car park to the right on the driveway and enter at the other side of the building as indicated.

By rail

There are frequent train services from Cardiff Station to Dinas Powys Station which is about a 5-minute walk from Hebron Hall.

Catch a Barry Island or Bridgend train, ensuring that it stops at Dinas Powys. For more information please contact National Rail Enquiries on 08457 48 49 50 or at www.nationalrail.co.uk