

Booking Conditions for Oakwood Youth Challenge

GENERAL

Booking Procedure

A residential or activity booking may be made by telephone or email. We will then raise an invoice requesting a 20% non-refundable deposit. The booking will be held for 7 days pending receipt of the deposit. Non-receipt of the deposit within the specified period will result in the booking being cancelled.

Full payment for your booking is required 1 month before you arrive at the Centre. If we do not receive payment by this time, Oakwood Youth Challenge (OYC) will have the discretion to treat the booking as cancelled, and full cancellation fees will apply.

Cancellation Policy

In the event of cancellation for whatever reason, by either a group or individual, the deposit is non-refundable. Where cancellation occurs within 2 months of your arrival, the following charges apply:

Cancellation occurs	Percentage of full fee due
Within 2 months	50%
Within 1 month	100%

Cancellations must be made in writing – we will continue to hold your reservation until this written cancellation is received.

In the event of your course or holiday having to be cancelled by OYC, you will be offered either a full refund, or a similar course on different dates.

Changing your Group size

We recommend that you estimate as accurately as possible the size of your group. For Residential Groups the dormitories will be allocated in relation to the number of people in the group. Please see our Pricing Information for more details. If the number in your group increases, we will do our very best to accommodate your requirements, and additional full deposits will be due. However, if the number decreases, you (as agent for the group) will be liable for the appropriate cancellation fee.

Insurance

OYC has insurance cover for public liability during activity sessions, as well as public and property owner's liability. Insurance cover for loss of personal possessions or for any activities carried out under supervision of visiting group leaders is the responsibility of the visiting group.

Damage

Groups must accept full responsibility (including payment) for any breakages / damage that result from inappropriate behaviour whilst at OYC.



Oakwood Youth Challenge
Waterloo Road,
Wokingham, Berkshire
RG40 3DA

ACTIVITY GROUPS

Activities

Outdoor pursuits are run by qualified instructors in line with national governing body regulations. The standard ratio is 2 instructors to every 12 – 15 clients, depending on the activity. The minimum age for youth participating in adventure activities is 8 years.

OYC provides all necessary specialist activity equipment. Participants are asked to bring their own waterproof jackets and trousers, walking shoes or trainers and enough clothing to ensure they will be warm.

Obeying the rules: - In the interest of safety, all participants must agree to abide by any instructions given by the OYC instructors. OYC instructors take responsibility for leading groups during the adventure activities and during this time group leaders will support the instructors with group control. We recommend that groups attending OYC have a leader to youth ratio of at least 1 to 6. All leaders must be aged 18 or over. Our minimum chargeable group size is 10.

Health Form

Every person participating in an activity at Oakwood is required to complete a health declaration form to allow OYC to ensure that the activities are not unsuitable.

RESIDENTIAL GROUPS

House Rules

Our Centres aim to impose a minimum of rules. However, the rules we do have are there for the safety and comfort of all guests and staff, and we would ask that you and your group members abide by them. We ask that outdoor shoes are removed whilst inside the buildings. It is recommended that if you are staying at Oakwood that you bring some house shoes with you. Full details of house rules will be given on arrival at the Centre. Group leaders must take responsibility for the discipline of their group, and assist the Centre Manager in the smooth-running of the Centre by addressing any disciplinary problems as they occur.

Cleaning

Before you leave, you are required to clean the kitchen, dining area, hall and accommodation block.

Accommodation

Groups are responsible for the allocation of beds within the accommodation they have booked.

Bed Linen

OYC provides sheets for the beds. Duvets and pillows can be provided at additional cost. We recommend however that you bring your own sleeping bags/duvets/pillows.