

- The bungalow is fully accessible and hired on a self-catering basis.
- A half day activity per night stayed is included in the price (These are subject to availability and weather conditions).
- Arrival time is at **3pm**. If this is not possible at all, please call us to discuss.
- We supply pillows, duvet, sheet and pillowcase for the duration of your stay. Towels are provided, if requested.
- There is a laundry room and dishwasher available. Only ecologically friendly products may
- Be used, which are supplied free of charge. Please do not use detergent or bleach as these compromises our “Green” Tourism award and causes problems in our septic tank.
- If you need medical waste disposal facilities, please let us know in good time as we need to arrange this in advance. We will invoice you after your stay.
- Please make sure that the bungalow is clean and tidy before you leave including removing all foodstuffs, and that you vacate the bungalow by **10am** on the day of departure.
- If you do have any changes to the numbers of your party, please inform us before 10 weeks of your visit for when the final invoice is sent out.

Contact about your booking: You can contact us by telephone (01692 630572) or email (info@nancyoldfield.org.uk). Please ring between 10am and 4pm Monday to Friday, as you may reach an answerphone outside these hours.

Cancellations: Nancy Oldfield Trust reserves the right to cancel a booking due to adverse weather conditions or circumstances beyond our control.

Payment: Your booking will only be confirmed once your deposit is received. Payment can be made by card (over the phone), cheque or direct into our Bank Account (Sort Code 12-09-25, Account number 00551265) reference your group or family name.

The deposit is non-refundable, unless the booking is filled by another group.
The balance of the holiday is due 10 weeks prior to your stay.

Clothing and Equipment: Boating and safety equipment is provided.

Special Needs: We strongly recommend that if you have not been to us before, you visit the Centre before the holiday to see the facilities and conduct a risk assessment. If members of your family/group have any special needs, it is your responsibility to let us know any information that will help us make your time a pleasant experience.

Personal Belongings: Nancy Oldfield Trust cannot accept responsibility for personal belongings and equipment. We strongly advise against taking phones or other electronic equipment on the water during your stay. If you wear spectacles, we strongly advise you to use a lanyard to attach your glasses to your clothing to minimise the risk of loss overboard. Lanyards (including floating ones) are readily available online or from opticians.

Safety and Risk Assessment:

The Nancy Oldfield Trust places your safety as our top priority. Adventurous activities involve some risks for the people taking part but we aim to keep these risks as low as possible. The chances of serious injury are extremely low, but occasionally our visitors may suffer minor injuries such as minor cuts and bruises while on the water.

To minimise risk and danger to you, we:

- Ensure that all our staff and volunteers are trained to RYA standards. They also have First Aid training and hold an enhanced certificate issued by the Disclosure and Barring Service.
- Provide appropriate safety equipment and clothing for visitors
- Carry out a careful risk assessment of all activities
- Give clear safety instructions to all visitors
- Advise on the effects of hot and cold weather, and appropriate measures to be taken
- Advise on water borne diseases such as Weil's disease and proper hygiene precautions.
- Ask all visitors to supply information on their mobility and medical condition.

Complaints: If you are not satisfied with any aspect of our work, please speak to a member of staff or volunteer. If, after this, you remain dissatisfied, please put your complaint in writing to the Centre Manager.