



THE SWANAGE CENTRE

2017 Price List Booking Conditions Booking Form

The Swanage Centre

Harrow Drive, Swanage, Dorset BH19 1PE
England

Tel: +44 (0)1929 475081

Fax: +44 (0)1929 427175

E-mail: info@theswanagecentre.co.uk

Website: www.theswanagecentre.co.uk

TSC General Information

ABOUT THE SWANAGE CENTRE

The Swanage Centre (TSC) is a trading name of Harrow House Services Ltd. TSC has over 35 years' experience of dealing with young people.

HEALTH & SAFETY POLICY

TSC has an excellent record for safety and security of staff and students. TSC has well established procedures and policies in place. Our policy has been written to secure compliance with the requirements of both legislation and our general duty of care towards members of the public and our employees. In particular regard has been made to The Health and Safety at Work Act 1974 and the regulations issued under it. Account has also been taken of industry guidance and codes of practice where these are available.

RISK ASSESSMENTS

We run comprehensive risk assessments on all areas of our site which are subject to regular review. This is to ensure the safety of both staff and students and monitor and minimise any potential hazards.

NB: Clients are welcome to inspect these.

ON-SITE SECURITY MEASURES

We have put in place rigorous student protection procedures at TSC which fully comply with the provisions of the 1989 Children Act. As policy, every member of staff in all departments has undergone an Enhanced Disclosure from the Disclosure and Barring Service and references are followed up. We have secure and clearly defined borders which enable us to maintain the highest safety standards at all times. CCTV and security lighting is in place as requested and staff patrols are conducted throughout the day and night. All of our staff wear either easily recognisable uniforms or identification badges. All visitors are requested to sign in and wear an ID badge at all times.

ON-SITE STAFF

There is a constant TSC staff presence on-site to support your own staff and assist with enquiries. Staff are First Aid trained and receive a lengthy induction to ensure their compliance with Health and Safety procedures. We have a matron on call as well as a close liaison with the local cottage hospital in case of emergencies. Staff available for booked sport supervision and other optional extras are trained and experienced in working with young people.

PUBLIC INSURANCE LIABILITY

Clients are welcome to inspect these on request.

ARRIVAL AND DEPARTURE

To ensure these are as smooth and simple as possible, bedrooms are available from 14:00 on arrival day and should be vacated by 08:30 on departure day unless by prior arrangement. Storage facilities for luggage are also available. Please contact our enquiry team for further information.

OPENING TIMES OF THE YEAR

From September to first week of November and February to mid June a group can stay from one night upwards either weekdays or across a weekend. We can be flexible subject to availability. Please contact our enquiry team for further information.

HOW TO BOOK

Please call our enquiry team on: 01929 475081 or email us at info@theswanagecentre.co.uk or via our website www.theswanagecentre.co.uk to discuss your preferred dates and requirements. It is a good idea to have a second choice of dates as availability may be limited.

DAMAGE DEPOSIT

TSC is extremely proud of the high quality of its facilities and is committed to ensuring the facilities, equipment, buildings and grounds remain in excellent condition, well maintained and clean at all times. To enable us to maintain high standards we ask that a deposit of £250 per group is paid and held as per the Booking Conditions.

TRANSPORT

We can help you arrange travel to and from TSC as well as to off-site locations during your stay as we have excellent relationships and discounted rates with coach operators and local transport companies. We are also able to advise on best routes if you are driving down and public transport options if requested. Please advise if you will be bringing your own coach or minibus and we can allocate parking for you and issue you with a permit subject to availability.

FOOD

We provide full-board accommodation for our groups in our modern and spacious cafeteria. All meals are healthy, attractively presented and satisfying. The menus vary daily and according to the season. We provide both hot and cold options, including at least one vegetarian choice as well as a fresh salad bar at lunch and evening mealtimes. We are able to cater for most special dietary needs provided we are given seven days of notice. Packed meals are provided when groups are off-site for a mealtime. The meals tend to be served at the following times:

Breakfast 08:00–08:45

Lunch 12:30–13:00

Dinner 18:00–18:45

These times are subject to change with prior notification. All groups are entitled to three meals per day booked. Any extra meals can be agreed at an additional cost during the booking stage. Special requests for later/earlier meals will be considered provided plenty of notice is given.

ACCOMMODATION

Our bedrooms are spacious, clean and comfortable dormitories which sleep two to six. They are attractively furnished and provide plenty of storage and hanging space as well as lockers for personal items. Sheets, duvets and pillows are provided and beds are made up prior to arrival. Shower and bathroom facilities are located close to each bedroom. Towels and toiletries are not provided. All doors are operated on a pincode system rather than using keys for security. Swipe cards will be provided where necessary. Any loss or damage of these items will be deducted from the damage deposit. Boys and girls can be accommodated in separate sleeping areas with separate bathroom and shower facilities.

Teachers and group leaders will be provided with rooms close to their students for convenience.

SPORTS FACILITIES

As part of your booking price you have access to the following sports facilities which must be carried out under your full supervision and these facilities are available to you, subject to availability, should you wish to use them with your students: basketball court, minigolf course, multi-purpose astro pitch, pool tables, table football, table tennis, tennis courts, volleyball court. We have equipment available subject to availability. You are liable for the safe return and safe use of this equipment. TSC staff will not supervise these activities and areas unless booked by prior arrangement. You may also wish to book one or more of the following areas and benefit from our trained staff supervision: Covered heated swimming pool and indoor sports dome. See the price list for costs and please ensure you request these options at booking stage.

ACADEMIC AND SOCIAL FACILITIES

As part of your booking price, subject to availability, you have access to the following facilities should you wish to use them with your students: classrooms, ICT suites, 2 large meeting or social rooms. You may also wish to book the following areas and benefit from trained staff supervision: Cinema room (52 seats), Disco plus DJ and swimming. See the price list for costs and please ensure you request these options at the booking stage.

NB: Please note there is restricted internet access for the security and safety of young people. This is the case in the ICT suite as well as on the Wi-Fi access in the communal areas. Please be aware there is also restricted access to external media devices or USB storage. Please ask for more information on this should you require it.

DAY VISITS

Before you bring a group to TSC, why not have a day visit to see our centre and we will happily arrange a personal tour of our facilities and discuss any special requirements. Please call us to arrange a convenient date to visit.

CPD WEEKENDS

We also offer CPD weekends in conjunction with the local County Council with lectures on Outdoor Education as well as familiarisation trips of the local area to assist with ideas and options for you to exploit on your programme. Please ask for details.

CUSTOMER SATISFACTION

It is important to us that we are able to provide the best service possible and we welcome any comments that will enable us to improve. We will be asking for feedback from your staff and students on all aspects of their stay from pre-booking through to departure.

TSC Booking Conditions

1. DEFINITIONS

When the following words with capital letters are used in these Booking Conditions, this is what they will mean:

Booking: the booking made by the Customer for the Customer's Party to attend TSC.
Booking Conditions: the terms and conditions set out in this document as well as any additional special conditions which have been agreed by TSC and the Customer in writing.
Booking Form: the form submitted to TSC in accordance with the Booking Conditions.
Customer: the person, company, group, school or other entity whose Booking is accepted by TSC in accordance with the Booking Conditions.
Customer's Party: any person including pupils, teachers, leaders and employees that attend TSC under a Booking made by the Customer.
Fees: the total fees payable to TSC for the Booking.
Group Leader(s): the person(s) identified by the Customer who attend TSC with the responsibility of leading the Customer's Party.
Independent Service Provider: a provider of services to the Customer other than TSC, including but not limited to providers of accommodation, transport services, sporting and leisure activities.
TSC: 'The Swanage Centre' which is at Harrow Drive, Swanage, Dorset, BH19 1PE and is a trading name of Harrow House Services Limited a limited company registered in England and Wales with company number 02975902 and whose registered office is Alum House, 5 Alum Chine Road, Westbourne, Bournemouth, BH4 8DT.

2. BOOKING PROCEDURE

2.1. These Booking Conditions are the terms and conditions on which the Customer and the Customer's Party shall attend TSC and on which TSC will provide services to the Customer. The Customer shall not be entitled to make any changes to the Booking Conditions or any other documentation received from TSC unless agreed in writing by TSC.

2.2. Any quotation issued by TSC to the Customer for the Fees will be valid for 30 days but may be withdrawn by TSC at any time prior to the issuing of a Booking Confirmation.

2.3. Completed Booking Forms should be sent by post or fax to the following addresses:
Post: The Swanage Centre, Harrow Drive, Swanage, Dorset BH19 1PE
Fax: 01929 4271751

2.4. On receipt of a completed Booking Form, TSC will send the Customer a Booking Confirmation and an invoice for the Fees. The Booking will only become valid after the Customer has received the Booking Confirmation at which point a contract will come into existence between TSC and the Customer and/or any agent or other party who submitted the Booking Form on behalf of the Customer.

2.5. On receipt of the Booking Confirmation, the Customer must pay TSC a non-refundable deposit equal to 25% of the Fees. The remaining 75% of the Fees must be paid by the Customer at

least 8 weeks prior to arrival. If the Booking Confirmation is received less than 8 weeks prior to arrival, the Fees shall immediately be payable in full. After the Fees have been received in full in TSC's bank account, TSC will send a final confirmation of receipt of the Fees to the Customer.

2.6. A damage deposit of £250 must be paid to TSC at least 8 weeks prior to arrival, or immediately if the Booking Confirmation is sent to the Customer less than 8 weeks prior to arrival. This damage deposit will be held by TSC and will be returned to the Customer on confirmation by TSC that there has been no damage to TSC's property caused by the Customer's Party.

2.7. Payments to TSC can be made by Bank Transfer, Cheque, Debit or Credit Card. With payment the Customer should state the name of the Customer and the arrival and departure dates as a reference.

2.8. TSC's bank details are as follows:
National Westminster Bank, 48 Blue Boar Row, Salisbury, Wiltshire SP1 1DF
Harrow House Services Ltd.
Account No: 78553989
Sort Code: 54-41-19
Swift Code: NWB KGB 2 L
IBAN: GB 72 NWBK 544119 78553989

2.9. If payment is made by Swift Bank Transfer the Customer must add £20 to the payment to cover all bank charges. Payments by Credit Card carry a 4% charge for Visa and MasterCard, 6% for Amex and no charge for Switch/Maestro, Visa Debit, Visa Electron and Solo. Cheques are payable to Harrow House Service Ltd.

2.10. TSC may revise the Booking Conditions or the Fees from time to time. However if a Booking Confirmation has been sent to the Customer then the Customer will only be requested to pay the Fees that were applicable at the time the Booking Confirmation was sent. However, TSC has the right to increase the Fees to give effect to any increased cost to TSC such as increased fuel charges and any changes in VAT. TSC will use reasonable endeavours to inform the Customer in writing of any increase to the Fees but shall not be held liable if it is unable to do so.

3. CHANGES TO THE BOOKING

3.1. If the Customer wishes to change any detail of the Booking after the Booking Confirmation has been sent, including but not limited to, dates, activities, numbers of the Customer's Party, type of accommodation, the Customer must send TSC a written request setting out the change that the Customer requires. Whilst TSC makes every effort to agree to a change to the Booking, this is not always possible and TSC therefore reserves the right to refuse a requested change to the Booking.

3.2. If TSC agrees to a change to the Booking it will confirm this in writing to the Customer and charge the Customer an administration fee of £60 which is payable immediately. The change to the Booking will not take effect until the £60 administration fee has been paid.

4. ABSENTEE POLICY

The Customer will not be entitled to a refund or reduction of the Fees, nor will the Customer's Party be entitled to attend any activities or classes

in place of those missed, for any period of absence for any reason whatsoever, whether within or outside of the Customer's control, including but not limited to, non-arrival, late arrival, illness, exclusions, homesickness or early departure.

5. CANCELLATION POLICY

5.1 The Customer may cancel the Booking at any time by providing TSC with notice in writing by either of the methods below. Notice will be deemed to be given when it is received by TSC:

(a) special delivery or another form of registered delivery to:

The Swanage Centre, Harrow Drive, Swanage, Dorset BH19 1PE, England; or

(b) Fax to: 01929 427175.

5.2. On cancellation of the Booking, the following percentages of the Fees shall be retained by TSC as a cancellation charge:

(a) On or after the date of arrival – 100% of the Fees.

(b) 1 to 15 days prior to the date of arrival – 90% of the Fees.

(c) 16 to 30 days prior to the date of arrival – 70% of the Fees.

(d) 31 to 56 days prior to the date of arrival – 60% of the Fees.

(e) 57 days or more prior to the date of arrival – the non-refundable deposit.

6. CUSTOMER'S OBLIGATIONS

6.1. The Customer must ensure that Group Leaders take measures to ensure:

(a) the Customer's Party adheres to the rules, policies and regulations issued by TSC and abides by the law;

(b) that there is minimum disturbance during the stay to other customers that are at TSC and to TSC's neighbours; and

(c) damage to property of TSC or other customers of TSC is prevented.

6.2. The Customer warrants to TSC that:

(a) consent has been given for all minors within the Customer's Party to attend TSC;

(b) all Group Leaders have undergone and passed an Enhanced DBS Check; and

(c) it has taken out group travel insurance for the Customer's Party and will provide the insurance documents to TSC for inspection on arrival.

6.3. The Customer:

(a) accepts full responsibility for acts of the Customer's Party. TSC staff do not take responsibility for the supervision of members of the Customer's Party unless for specific activities selected on the Booking Form;

(b) understands that the Customer's Party are responsible for the security of their own personal items at all times;

(c) shall inform TSC prior to attending of any infectious or contagious diseases or illnesses which has affected the Customer's Party;

(d) shall communicate in writing at the time the Booking Form is sent to TSC, all special requests, such as dietary and medical issues affecting the Customer's Party;

(e) shall make provision and arrangements for any member of the Customer's Party that is asked to leave TSC under clause 7;

(f) shall submit a copy of its proposed programme and itinerary to TSC at least one week prior to arrival;

(g) shall inform TSC, prior to attending, if any of

the Customer's Party suffer from any medical condition or disability and make enquiries whether TSC's facilities are suitable for that individual's needs;

(h) shall comply with any rules, policies and regulations, which TSC may issue from time to time; and

(i) not reproduce TSC's name or logo at any time or under any circumstances for any commercial purpose.

7. EXPULSION FROM TSC

7.1. TSC reserves the right, in its absolute discretion, to require that all or any member of the Customer's Party leaves TSC in the following cases:

(a) the Fees have not been received by TSC in full before arrival; or

(b) committal of a serious act of misconduct including but not limited to, anti-social, threatening or violent behaviour towards TSC's staff, a member of the public or another member of the Customer's Party; wilful damage to property (including graffiti and the inappropriate disposal of chewing gum); substance or alcohol abuse; failure to comply with TSC's rules, policies or regulations. TSC had a close working relationship with the local Police and will not hesitate to involve them should this be deemed necessary.

7.2. In the event of an expulsion under clause 7.1, TSC may, at its absolute discretion, refund such proportion of the Fees as it considers appropriate but TSC shall be under no obligation whatsoever to do so.

8. IF THE CUSTOMER HAS A COMPLAINT

8.1. In the unlikely event that the Customer has a complaint whilst attending TSC, they should inform a member of TSC's staff. TSC shall use reasonable endeavours to rectify any problem or issue that arises.

8.2. In the event that a complaint is not resolved to the Customer's satisfaction, a written complaint should be addressed to TSC. The complaint will then be investigated in full provided that:

(a) the Customer has already notified a member of TSC's staff of the complaint under clause 8.1(a) whilst attending TSC (unless in TSC's reasonable opinion, there is a valid reason why this was not done);

(b) the written complaint is received by TSC whilst the Customer is still attending TSC or within one month of leaving; and

(c) the Fees have been paid in full.

If the Customer has a complaint in respect of the services provided by an Independent Service Provider then these should be sent directly to the Independent Service Provider.

9. OUR LIABILITY TO THE CUSTOMER (YOUR PARTICULAR ATTENTION IS DRAWN TO THIS CLAUSE)

9.1. If TSC fails to comply with these Booking Conditions, it will be responsible for loss or damage the Customer suffers which is a foreseeable result of the breach of the Booking Conditions or TSC's negligence up to the value of the Fees, but TSC is not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if it were an obvious consequence of TSC's breach, or if it was contemplated by the Customer and TSC at the

time the contract was entered into.

9.2. TSC does not exclude or limit in any way its liability for:

(a) death or personal injury caused by negligence or the negligence of TSC's employees; or

(b) fraud or fraudulent misrepresentation.

9.3. TSC shall not be liable for any loss or damage that the Customer or a member of the

Customer's Party may suffer as a result of:

(a) damage or loss of personal property;

(b) failing to make prior enquiries whether the facilities are suitable in view of any medical condition or disabilities;

(c) any extracurricular activities that are undertaken which are not organised or operated by TSC.

9.4. TSC sometimes act as an agent between the Customer and Independent Service Providers. All contracts with such Independent Service Providers are direct between the Customer and the Independent Service Provider and all fees submitted to TSC for such services are received by TSC only as agent for, and are passed direct to, the Independent Service Providers. Accordingly, TSC shall not be responsible or liable to the Customer or any member of the Customer's Party in any way whatsoever for any costs, claims, losses, damages or expenses suffered which are caused by any act, omission or the negligence of such Independent Service Providers.

10. EVENTS OUTSIDE OUR CONTROL

10.1. TSC will not be liable or responsible for any failure to perform, or delay in performance of, any of its obligations that is caused by an Event Outside Our Control.

10.2. An Event Outside Our Control means any act or event beyond TSC's reasonable control, including without limitation, strikes, lock-outs or other industrial action by third parties, civil commotion, riot, terrorist attack or threat of terrorist attack, fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster, or failure of public or private telecommunications networks.

10.3. All itineraries programmed by TSC prior to or during the Customer's stay can be subject to change due to poor weather conditions or operational factors including Events Outside Our Control. TSC reserves the right to alter any part of the services or itinerary included in the Booking Confirmation and where possible will inform the Customer of these changes. In this circumstance no additional charges will be added to the Fees.

11. USE OF INFORMATION

TSC may use the information the Customer provides to process the payment of the Fees and/or inform the Customer about other services that TSC may provide. The Customer may stop receiving these at any time by contacting TSC.

11.1. We may take photographs, video footage and written testimonials which may be incorporated into TSC promotional materials. If you do not wish the person you have booked to participate in any of these items, please advise us in writing before the start of the programme, otherwise it is understood that you have unreservedly given your consent for these to be used.

12. OTHER IMPORTANT TERMS

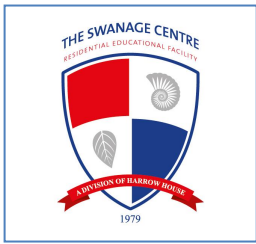
12.1. TSC will take any and all action it considers necessary for the well-being and health of the Customer's Party. The Customer authorises TSC to take any action to assure medical treatment of the Customer's Party, in the event of accident or injury, at the discretion of TSC. All costs of medical treatment will be the responsibility of the Customer.

12.2. TSC reserves the right to recover any and all direct, indirect and consequential losses (including loss of profits) incurred or suffered by it as a result of any act or omission by the Customer or the Customer's Party whilst attending TSC.

12.3. Each of the paragraphs of these Booking Conditions operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

12.4. If TSC fails to insist that the Customer performs any of its obligations under these Booking Conditions, or if TSC does not enforce its rights against the Customer, or if TSC delays in doing so, that will not mean that TSC has waived its rights against the Customer and will not mean that the Customer does not have to comply with those obligations. If TSC does waive a default by the Customer, TSC will only do so in writing, and that will not mean that TSC will automatically waive any later default by the Customer.

12.5. These Booking Conditions are governed by English law and will be subject to the exclusive jurisdiction of the English courts.



TSC Booking Form

(a trading name of Harrow House Services Ltd.
& part of Harrow House International College.)

Harrow Drive, Swanage, Dorset BH19 1PE

Tel: 01929 475081 - Fax: 01929 427175

E-mail: info@theswanagecentre.co.uk

Website: www.theswanagecentre.co.uk

PRICES INCLUSIVE OF FULL-BOARD - 04 February - 24 June & 02 September - 31 October 2017

Per person for	1 night	£43 + VAT
Per person for	2 nights	£84 + VAT
Per person for	3 nights*	£126 + VAT
Per person for	4 nights*	£168 + VAT
Per person for	5 nights*	£210 + VAT
Per person for	6 nights*	£252 + VAT
Per person for	7 nights*	£294 + VAT
Additional meal (packed lunch)		£5 + VAT

* 1 evening option free of charge from 3 nights onwards

1:10 Staff free of charge

EVENING OPTIONS

Prices are per student per session	School led	TSC staff led	No. of sessions*	Date(s) requested
Indoor Sports Dome	£1.00 + VAT []	£3.00 + VAT []	[]	_____
Indoor Swimming Pool	£1.00 + VAT []	£3.00 + VAT []	[]	_____
Cinema room	£1.00 + VAT []	£3.00 + VAT []	[]	_____
Disco	£1.00 + VAT []	£3.00 + VAT []	[]	_____

*Sessions are 90 minutes in duration. Evening sessions are from post-dinner to bed time.

OPTIONAL MODULAR add-ons

Sports and Activity Modules - minimum age 8 years

- Cost £2.00 + VAT per person per 90 minute session led by TSC staff

- Each activity is 45 minutes, minimum session is 90 minutes

- Choose a minimum of 2 activities below:

	Please tick	Date(s) requested	AM	PM - Please tick
Aeroball	[]	_____	[]	[]
Badminton	[]	_____	[]	[]
Basketball	[]	_____	[]	[]
Football	[]	_____	[]	[]
Team Games	[]	_____	[]	[]
Kwik Cricket	[]	_____	[]	[]
Relay Games	[]	_____	[]	[]
Swimming	[]	_____	[]	[]
Team Building / Initiative Challenges	[]	_____	[]	[]
Tennis	[]	_____	[]	[]
Volleyball	[]	_____	[]	[]
Soft Archery	[]	_____	[]	[]
Mini Olympics	[]	_____	[]	[]

Adventure Modules - minimum age 8 years

Cost per 3 hour session per person		Date(s) requested	AM	PM - Please tick
Bushcraft	£26 + VAT per person	_____	[]	[]
Climbing	£26 + VAT per person	_____	[]	[]
Coasteering	£26 + VAT per person	_____	[]	[]
High Ropes	£29 + VAT per person	_____	[]	[]
Kayaking	£26 + VAT per person	_____	[]	[]
Raft Building	£26 + VAT per person	_____	[]	[]
Paddle boarding	£26 + VAT per person	_____	[]	[]

History, Natural History and Art Modules (low level KS2 / KS3)

- minimum group size 35 per session

- Price is based on one tutor per group of 35, price will be subject to change due to group size

Cost per 3 hour session per group		Date(s) requested	AM	PM - Please tick
Local History	£3.50 + VAT per person	_____	[]	[]
Environmental Art	£3.50 + VAT per person	_____	[]	[]
Habitat Studies	£3.50 + VAT per person	_____	[]	[]

Jurassic Coast Modules (low level KS2 / KS3)

- minimum group size 35 per session

- Price is based on one tutor per group of 35, price will be subject to change due to group size

Cost per 3 hour session per group		Date(s) requested	AM	PM - Please tick
Coastal Studies, Lulworth Cove / Studland	£3.50 + VAT per person	_____	[]	[]
Rock pooling at Kimmeridge (seasonal)	£3.50 + VAT per person	_____	[]	[]
Local Walks (coastal path)	£3.50 + VAT per person	_____	[]	[]

Please tick the appropriate boxes

- I confirm I have read and accept the Booking Conditions. []
- I confirm I have taken out school policy travel insurance. []
- I confirm the adults in our group have undergone Enhanced DBS checks. []

Signature _____

Date _____ Printed Name _____

PAYMENT DETAILS

Once your Booking Form has been confirmed in writing we request a deposit. Please refer to the Booking Conditions for further details of the amount and method of payment.

Please complete this Booking Form or use the Booking Form on our website.

You can forward your Booking Form by post, via our website, by fax or by e-mail to:

The Swanage Centre
 Harrow Drive, Swanage, Dorset BH19 1PE
 Phone: 01929 424421 Fax: 01929 427175
 E-mail: info@theswanagecentre.co.uk
 Website: www.theswanagecentre.co.uk

PLEASE COMPLETE THE BOOKING FORM IN BLOCK CAPITALS

CONTACT NAME _____

SCHOOL NAME _____

SCHOOL ADDRESS _____

SCHOOL TELEPHONE NUMBER _____

EMERGENCY MOBILE NUMBER _____

E-MAIL _____

ARRIVAL DATE _____

DEPARTURE DATE _____

NO. OF STUDENTS IN GROUP _____ NO. OF LEADERS _____

AGE RANGE OF GROUP _____