



GRAFHAM WATER CENTRE TERMS AND CONDITIONS FOR CORPORATE BOOKINGS

MINIMUM BOOKING

There will be a minimum charge equivalent to 20 participants unless agreed otherwise.

INITIAL DEPOSIT AND CONFIRMED BOOKINGS

Your provisional booking must be confirmed with full payment after the invoice is issued, which should be paid in line with the instructions on the invoice. Failure to do this may result in your booking being released. If attendee numbers increase on the day, additional payment will be requested after the conference. **Please inform us if a Purchase Order is required for invoicing.**

For Cambridgeshire County Council bookings, please provide your cost centre and approver for an internal journal to be processed. This must be provided before the booking takes place.

FINAL NUMBERS FOR CATERING

The dietary requirements for catering purposes should be returned on the Microsoft form <https://forms.office.com/e/3bEsXVGabH>, alongside any request for room set up.

METHOD OF PAYMENT

All payments must be made in accordance to the instructions on the invoice from the County Council. **Please send a remittance advice to grafham.water@cambridgeshire.gov.uk.**

CANCELLATIONS

No refunds will be made in respect of late cancellations or services not taken by individuals. Your booking is cancelled when Grafham Water Centre has received and acknowledged your written cancellation request.

Twenty-one days or less days before the date of booking	100% of the total charge
More than twenty-one days before the date of the booking	50% of the total charge

Grafham Water Centre reserves the right to cancel a booking and will return any deposits and payments at its own discretion.

SUPERVISION

Group leaders are responsible for a high standard of conduct within the group. Please note that schools may be visiting the Centre at the same time and encourage your participants to act accordingly. Groups are responsible for the cost of repairs necessitated by any wilful damage to our property or equipment. No dogs are allowed on site except for assistance dogs. Group organisers should allow ten minutes to liaise with a member of Grafham Water Centre staff, on arrival and on departure.

GWC is a No Smoking Site. Please respect our neighbours by not smoking outside their properties.

INDEMNITY AND INSURANCE

Grafham Water Centre is indemnified by Cambridgeshire County Council public liability insurances in respect of its business activities and any legal liability arising. We recommend schools & groups should arrange their own insurance for personal injury, loss of possessions or cancellations – cover should be effective from the time of booking for cancellation cover to operate.

PRIVACY STATEMENT

The information you provide us with at the time of your booking is saved on our database Cinolla. This is so that we can process your booking and send you any relevant details relating to your booking and will be kept for a minimum of one year. Grafham Water Centre is part of Cambridgeshire County Council's services. Other than being accessible to our database supplier for backup your personal details will not be shared with any agencies outside of the County Council. For further information about how the Council uses your information see our main privacy notice at: <https://www.cambridgeshire.gov.uk/data-protection-and-foi/information-and-data-sharing/privacy-statement/>



PLEASE NOTE THAT PAYMENT OF YOUR INVOICE ASSUMES ACCEPTANCE OF THESE TERMS AND CONDITIONS.