

Booking Terms & Conditions 2008

It is in the clients' own interests to ensure that the stated terms are correct and acceptable. Please contact Rookin House immediately if you have any queries or the terms and conditions are not acceptable.

Deposit/Security/Written Confirmation

All booking confirmations are subject to Rookin House receiving from the client:

1. A deposit (*30% of booking value*) or full payment if 5 weeks prior to your arrival. Cheque deposits should be made payable to Rookin House Activity Centre Ltd (*Activities and Horse Riding only*) or A.R.Hogg (*accommodation only*)
2. On rare occasions Rookin House may accept security (*credit/ debit card details*), when placing a card as security, no transaction will be made against the card except in the event of a cancellation or non-arrival (*see cancellations below*).
3. Written confirmation (including by email) will confirm your booking so in the event of a cancellation the 30% deposit is still payable and if the cancellation is received less than 5 weeks prior to the event the full amount is still due.

Cancellations

In the event of a client cancelling a booking, Rookin House Equestrian & Activity Centre retains the right to recover the following cancellation charges: -

Over 35 days prior to arrival date – 30% of the booking value

Less than 35 days prior to arrival date – Full amount of the booking value

Non-arrival by a client on the contracted date or any reduction in party numbers will be treated as cancellations.

We also recommend that clients take out suitable insurance to cover any loss, which may be incurred in the event of a cancellation.

We reserve the right to cancel or change any activities if there are any adverse conditions.

Insurance

We have Public Liability Insurance NOT Personal accident. In the unlikely event of injury unless we have shown negligence you participate at your own risk

Warning

All activities do contain an element of risk. While we take all reasonable precautions, we do advise that you do participate at your own risk. If you have back trouble or you are pregnant please check the suitability of an activity BEFORE booking.

Management reserve the right to stop any person(s) participating in any activity and or event if they are unruly or deemed not capable and there will be NO REFUND given.