



Booking Terms & Conditions

Thank you for your interest in booking Hebron Hall for your group Conference or Retreat. While not wanting to overwhelm you with information there are some important things that we need to share with you at this stage to enable us to prepare for your event so as to contribute to its success. Please take some time to read the following and please contact us if we can help further.

Office Hours:

The Centre office is open from 9.00am to 4.30pm Monday to Friday and we can often be contacted between 9.00am and 12.30pm on Saturday. There is an answer service for the times the office is not open.

Telephone: 02920 515665

Email bookings@hebronhall.org

Accommodation charges are normally calculated on minimum occupancy levels based on a specified number of adults or equivalent adults and children. These are detailed below but we are able to be more flexible at certain times. Please contact us for more details.

If your stay is outside of our peak periods* the minimum occupants charges shown below may not apply. Please contact us to discuss this.

	Accommodation only (2 Night Stay)	Maximum Number of Beds	Maximum Number of Rooms
Main House	Based on minimum of 50 adults	93	24
Potters House	Based on minimum of 25 adults	35	14
Ebenezer House	Based on minimum of 10 adults	15	8
Main & Potters together	Based on minimum of 75 adults	128	38
Main & Ebenezer together	Based on minimum of 60 adults	108	32
Potters & Ebenezer together	Based on minimum of 35 adults	50	22
Whole Centre	Based on Minimum of 85 adults	143	46

*Our peak periods are weekends or school holidays. At Christmas & New Year the Conference Centre is closed

Booking Procedure:

Provisional bookings can be made by contacting the office and these will be held for two weeks pending the receipt of a completed booking form and deposit. We regret that we are unable to send reminders so if you want to extend the holding period on your provisional booking then the responsibility lies with you to contact us to keep us informed. Accommodation can be booked as shown above.

If the numbers in your group are such that you would have difficulty in making the minimum number payable, do not let that put you off making a booking. We are more than happy to chat through a number of options with you in order that your group can stay here without the worry of making up a cost shortfall. Please do contact us to discuss what options are available to you.



Booking for: Main House/Potter's House/Ebenezer House (Delete as appropriate)

Name of group:

Group organizer:

Email:

Postal Address:

.....

Post code:

Tel no: (Day time)

Tel no: (Evening)

Mobile No.

Arrival date: Arrival time:

Departure date: Departure time:

Approximate number in group: Adults: Children:

Bed linen hire (Yes/No/Some)

Towel hire (Yes/No/Some)

Full Board / Self catering

Special requirements or requests:

.....

We will/will not require a swim time (Please delete as appropriate)

Deposit enclosed up to 2 nights @ £350 per Centre booked: £.

Deposit enclosed over 2 nights @ £500 per Centre booked: . £

Deposit for Ebenezer House @ £100 £.

Please make cheques payable to : **Hebron Hall (Charity) Ltd**

I confirm that the booking conditions are accepted by me and on behalf of my party

Signature: Date:

Please return this booking form with your deposit to:
Hebron Hall Christian Centre, Cross Common Road, Dinas Powys, Vale of Glamorgan. CF64 4YB.

Financial Support

The Trustees have a small bursary fund to ensure that individuals are not prevented from attending simply due to finance. If a member of your party needs help please contact us and we will be happy to discuss this with you.

Cancellations and changes to bookings:

All cancellations in full or in part must be in writing and from an authorized official of the group. We regret having to impose cancellation charges but we have to ensure the financial viability of the Centre as our only income comes from group hire. Cancellation charges are as follows:

Before 52 weeks of arrival	loss of deposit
Between 42 - 32 weeks of arrival	25% of total cost
Between 32 - 22 weeks of arrival	50% of total cost
Between 22 - 10 weeks of arrival	75% of total cost
Within 10 weeks of arrival	100% of total cost

Payment:

Payment by cheque, cash or bank transfer is due at the beginning of your stay. We are unable to accept payment by debit or credit card. We reserve the right to impose a surcharge of 5% on the invoice total in respect of late payments.

Arrival and Departure Times:

Groups can arrive from 2.00pm on their first day. On the day of departure, weekend only groups should leave by 4.00pm and other groups by 10.00am. Groups may be asked to clear their bedrooms by 9.00am on the day of departure. It is often possible, especially for weekend bookings, to vary these times so please contact us in advance to discuss this or speak to the Duty Manager during your stay.

Facilities for your use:

- For self catering groups each Centre has a well equipped kitchen
- Rooms in the Main House and Potter's House have en-suite facilities
- All beds have duvets and pillows. Bed linen can be booked in advance
- Laundrette facilities at an additional charge
- Guests kitchens with microwave with facilities to make tea and coffee
- Small Sports Hall
- Tennis Courts
- Table Tennis, Snooker and Pool Rooms (Main & Potters House guests only)
- Small chapel for personal prayer and devotional times (Main House guests only)
- Outdoor areas for games and barbecues
- Swimming Pool - see further information on Swimming Pool
- Data projectors are fitted in the Conference Rooms of the Main House and the Potter's House and are available for use
- PA systems including induction loops are available in the Main House and the Potter's House.
- Wi Fi and internet connection is available free of charge in some areas including the conference rooms (Main & Potters House Guests only)
- Flip Chart Stands available on request - an additional charge is made for pads
- Photocopying is available at a small additional charge
- Individual cup communion sets are available on request
- An external bin will be provided on request for babies nappies etc
- An iron and ironing board are available for use in kitchen areas only

Things to bring:

- Two sheets and two pillow cases or other suitable bed linen - unless you have pre-booked bed linen from us
- Towels - unless you have pre-booked towels from us
- Towel for swimming
- Games Equipment for the Sports Hall or outdoor use

Additional Notes for Self Catering Groups:

- Please ensure that all bins are emptied before leaving
- In liaison with the Duty manager to be responsible for locking up at night
- Additional items to bring - Tea Towels, washing up liquid, dishcloths & scourers, toilet rolls, black bin bags etc
- Self catering groups are responsible for all aspects of food hygiene and any breakages.

Consideration for others:

- The Centre is 'No Smoking' indoors although guests may smoke outside
- No alcohol is allowed on the premises at any time
- With the exception of Guide Dogs, pets are not allowed
- Please be sensitive to other guests, residents and neighbours and play music at moderate levels.
- Avoid noise outdoors and in the Sports Hall after 10.00pm and before breakfast
- No excessive noise in the Centre after 12.00midnight please.
- Please respect the private areas of the site including Kings' Court. Bethel House Residential Care Home and Staff only areas.
- Children should be supervised at all times and those under 14 years of age are not allowed in the Games Room without a responsible adult.
- You don't need to spring clean before you leave but please help us by leaving your rooms clean and tidy when vacating the premises. A vacuum cleaner can be borrowed from the Duty Manager if needed
- You are welcome to move furniture in bedrooms or communal areas to suit the needs of your group but please return these before leaving
- Please do not leave babies nappies in indoor bins

Swimming Pool:

A session in the swimming pool is included in the cost of each full day a group is booked at the Centre. Further swims can be booked in advance but there is an additional charge for these. A qualified life guard must be on the pool side when the pool is open.

The following conditions apply to Pool use:

- The lifeguard is responsible for the safety and wellbeing of swimmers and has the authority to exclude individuals who compromise safety.
- Floats and other items may be used in the pool at the discretion of the lifeguard
- In the interest of safety the lifeguard has authority to limit the number in the Pool
- Groups are responsible for the behaviour and conduct of their members
- Children under 16 must be accompanied by sufficient responsible adults
- No outside footwear is allowed on the poolside. All pool users must enter through the footbath
- Groups must use the pool changing rooms and return to the centre wearing dry clothing and footwear

Car Parking:

Car parking is available at the rear of the Main House, in the Car Park adjacent to the Potter's House and Swimming Pool or in the Ebenezer House Car Park. Cars may be unloaded near the respective entrances to the Centre but drivers are asked to move to the car park as soon as possible please. Parking in the courtyard of the Main House or immediate adjacent to buildings is not allowed.

Liabilities:

- Groups are responsible for their own child safety policies and procedures and first aid
- We reserve the right to charge for damage over and above fair wear and tear
- Hebron Hall cannot be held responsible for accidents sustained during activities etc or for loss of or damage to articles of value or motor vehicles
- Hebron Hall will **not** be responsible for any claims, actions or demands arising out of the negligence of guests whilst staying at and using the centre. Hebron Hall is however insured against any claims arising out of its **own** negligence.

Safety Notice:

- Please ensure that all food preparation is undertaken in designated kitchen areas.
- Electric shavers and electric hairdryers may be used but other personal electrical appliances e.g. kettles, electric heaters, irons etc are not allowed

Travel Directions:**By road:**

We recommend that groups do not use a 'Sat Nav' system to get to the Centre but instead use the following directions.

Leave M4 motorway at junction 33 and take first exit on to A4232 following signs for Airport and Barry. Pass the slip road entrance to the Museum of Welsh Life and leave the dual carriageway after approximately 3 miles from junction 33 at the Culverhouse Cross interchange. Near the top of the slip road use the centre lane (traffic lights in operation) and take the third exit on to A4050 following signs for Airport and Barry. Travel straight across two sets of traffic lights after which is the first of a series of roundabouts. Continue straight across each of four roundabouts. Do not be tempted to turn off when you see a sign for Dinas Powys at the fourth roundabout.

At the fifth roundabout take the first exit on to A4231 signposted Sully, Docks. At the first roundabout (Lidl Store on RHS) go straight across. At the next roundabout (McDonalds on RHS) take the first exit (left) on to A4055 following signs for Dinas Powys. After about $\frac{3}{4}$ mile you will pass 30mph signs and the entrance to Cog Moors Waste Water Treatment Works. After approximately a further $\frac{1}{2}$ mile Hebron Hall is signposted to the right. There is a filter lane to turn right off the A4055 and after approximately 150 yards, turn sharp left at the Hebron Hall sign, travel another 50 yards and the entrance to Hebron Hall is on your right hand side.

The Main Entrance is in the large red brick building at the top of the drive. All group leaders are asked to contact the office on arrival. All guests should follow the signs for the Potter's House and enter using the Potter's House entrance at the rear of the building.

By Rail:

There is a regular rail service from Cardiff to Dinas Powys Station which is about a 5 minute walk from the Centre. Train destinations will be Barry Island or Bridgend. For more information please contact National Rail Enquiries.