



## Booking Terms & Conditions

Thank you for considering Hebron Hall for your group Conference or Retreat. Please take time to read these terms and conditions thoroughly and contact us if you have any queries.

### Office hours

The bookings office is available 9:00am - 4:30pm Monday to Friday. There is a voicemail service when the office is closed.

Telephone: 029 2051 5665

Email: [bookings@hebronhall.org](mailto:bookings@hebronhall.org)

Accommodation charges are calculated on the number of guests attending, subject to minimum occupancy levels below.

	Minimum occupancy	Maximum occupancy	No of bedrooms
Grace House	50	93	24
Potter's House	25	35	14
Ebenezer House	10	15	8
Grace + Potter's	75	128	38
Grace + Ebenezer	60	108	32
Potter's + Ebenezer	35	50	22
All three Houses	85	143	46

If your stay is off-peak (ie not a weekend or school holidays) the minimum occupancy charge may not apply. Please contact us for more information.

The Conference Centre is closed over Christmas and New Year.

### Booking Procedure

Provisional bookings may be made initially by telephone or e-mail but must be confirmed with a booking form and deposit within **two weeks** of the provisional booking being made. If no booking form and deposit have been received after this time, we reserve the right to offer those dates to others. We regret that we are unable to send reminders and, due to demand, are unable to extend a provisional booking beyond this timescale.

## Booking Form

House(s) required: Grace House ☐ / Potter's House ☐ / Ebenezer House ☐  
(tick as appropriate)

Name of group: \_\_\_\_\_

Group organiser: \_\_\_\_\_

Email address: \_\_\_\_\_

Postal address: \_\_\_\_\_

Post code: \_\_\_\_\_

Tel no(s): \_\_\_\_\_

Arrival date: \_\_\_\_\_ Arrival time: \_\_\_\_\_

Departure date: \_\_\_\_\_ Departure time: \_\_\_\_\_

Expected no of adults: \_\_\_\_\_ Children: \_\_\_\_\_

Bed linen hire: Yes ☐ / No ☐ / Some ☐  
(please select one)

Towel hire: Yes ☐ / No ☐ / Some ☐  
(please select one)

Food provision: Full board ☐ / Self-catering ☐ (please select one)

Swim session required: Yes ☐ / No ☐  
(please select one)

Time preferred: \_\_\_\_\_  
(if known)

Special requirements: \_\_\_\_\_

Deposit required: Grace House and/or Potter's House: up to two nights - £350 per House  
over two nights - £500 per House  
Ebenezer House - £200  
All deposits are non-refundable and non-transferable

Deposit amount enclosed: £ \_\_\_\_\_ (cheques payable to Hebron Hall Ltd)

I confirm that I am authorised to act on behalf of the above named group. I have read, understood and agree to be bound by the booking terms and conditions.

Signed \_\_\_\_\_ Date \_\_\_\_\_

Please return this booking form with your deposit to:

**Hebron Hall Christian Centre, Cross Common Road, Dinas Powys CF64 4YB**

### **Cancellations and changes to bookings**

All cancellations in full or in part must be in writing and from an authorised official of the group. We regret having to impose cancellation charges but we have to ensure the financial viability of the Conference Centre as our income comes from group hire. We recommend that all groups arrange appropriate insurance to cover the cost of a potential cancellation.

Cancellation charges are as follows:

More than 52 weeks before arrival	loss of deposit only
Between 32 - 52 weeks of arrival	25% of total cost
Between 22 - 32 weeks of arrival	50% of total cost
Between 10 - 22 weeks of arrival	75% of total cost
Less than 10 weeks before arrival	100% of total cost

### **Payment**

Payment by cheque, cash or bank transfer is due before or at the beginning of your stay. We are unable to accept payment by debit or credit card.

### **Arrival and Departure Times**

Groups are welcome to arrive from 2:00pm on their first day. On the final day, weekend-only groups are asked to depart before 4:00pm and other groups by 10:00am. Groups may be asked to clear bedrooms by 9:00am on the day of departure in order that rooms can be serviced for the next group arriving. It may be possible to vary these times by prior arrangement. Please contact the booking office to discuss this.

### **Facilities available**

- For self-catering groups, each House has a well-equipped kitchen
- Rooms in Grace House and Potter's House have en suite shower rooms
- Bed linen can be hired (in advance)
- Laundrette facilities available
- Beverage kitchens with microwave and facilities to make tea and coffee
- Small Sports Hall
- Tennis Courts
- Table Tennis, Snooker and Pool room (Grace House and Potter's House only)
- Small chapel for personal prayer and devotional times (Grace House only)
- Outdoor areas for games and barbecues
- Swimming pool
- Data projectors in Grace House and Potter's House
- PA system including induction loop in Grace House and Potter's House
- Wi-Fi internet connection
- Whiteboards and Flipchart easels - an additional charge is made for pads
- Communion set available on request
- A bin can be provided on request for babies nappies
- An iron and ironing board are available (in kitchen areas only)

**Items not supplied**

- Sheets/sleeping bags and pillows (unless you have booked our bed linen)
- Towels (unless you have booked towels from us)
- Toiletries and soap
- Towel for swimming
- Games Equipment for the Sports Hall or outdoor use
- First aid kits

**Additional notes for self-catering groups:**

- Additional items to bring - washing-up liquid, dishcloths, tea towels, toilet rolls, bin bags
- Groups are responsible for emptying bins on departure
- In co-operation with the Duty Warden, groups are responsible for locking up at night
- Self-catering groups are responsible for all aspects of food hygiene and any breakages

**Consideration for others**

- No smoking/vaping is permitted on the premises, although guests may smoke/vape outside
- Alcohol is not permitted on the premises at any time
- With the exception of registered assistance dogs, we are unable to accommodate pets and they must not be left in vehicles
- Please be considerate of other guests, residents and neighbours by playing music only at moderate levels
- Avoid noise outdoors and in the Sports Hall after 10:00pm and before breakfast
- No excessive noise inside the Centre after midnight 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
- For everyone's safety, roller skates, roller blades, skateboards, hoverboards and segways are not permitted on site
- We don't expect you 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 Warden if needed
- You are welcome to move furniture in bedrooms or communal areas to suit the needs of your group but please return them on departure
- Nappies should not be put in indoor bins or with general waste, use the designated bin

**Financial Support**

The charity has a small bursary fund to ensure that individuals are not prevented from attending due to lack of finance. If a member of your party needs help please let us know and we will discuss this with you.

## **Swimming Pool**

A session in the swimming pool is included in the cost of each group booking at the Centre. Further swims can be booked with prior notice but there may be an additional charge for these. A qualified lifeguard must be on the poolside 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
- Small inflatables, 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 of people 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 either at the rear of Grace House, in the main car park by the tennis courts or in Ebenezer House car park. Cars may be unloaded near the respective entrances but should be moved to the car park as soon as possible to avoid inconveniencing others. Parking in the courtyard of Grace House or immediately adjacent to buildings is not allowed.

## **Liabilities**

- Groups are responsible for child safety policies and procedures and first aid
- Groups are responsible for ensuring Personal Emergency Evacuation Plans are in place for guests who may require assistance in an emergency evacuation
- Groups must ensure that they carry sufficient public liability insurance and produce a copy of the insurance certificate if requested
- Groups are responsible for arranging appropriate event insurance cover
- Self-catering groups are responsible for ensuring that caterers are suitably trained in and meet the necessary food safety and hygiene regulations
- Hebron Hall reserves the right to charge for damage beyond normal wear and tear
- Hebron Hall cannot be held responsible for accidents sustained during activities or for loss of or damage to any personal items 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

## **Safety Notice**

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

### Bed linen provision at Hebron Hall - please read thoroughly

Please note that, in order to comply with Covid-safe protocols, our bed linen provision has changed. With immediate effect, groups will either be provided with full bed linen or with no bed linen.

**Full linen** - includes duvet & duvet cover, pillows and pillowcases and sheets



**No linen** - the bed will be provided with a plain mattress only



Towels can be ordered as required, as before.

Please ensure that your group is fully aware of which option has been chosen.

## Directions

### By road

To avoid the congestion characteristic of any Capital City, we suggest that drivers do not rely on satnav, but use these directions for easiest access.

Leave the M4 motorway at Junction 33 and take the first exit (A4232) signposted *Cardiff Airport* and *Barry*.

Leave the dual carriageway after 3.1 miles at the Culverhouse Cross interchange. On the slip road follow the centre lane through the traffic lights and take the third exit (A4050 Port Road) signposted *Cardiff Airport* and *Barry*.

Follow this road for 1.7 miles through traffic lights and across four roundabouts. (Do not be tempted to turn off at the sign for Dinas Powys on the fourth roundabout).

At the fifth roundabout, take the first exit (A4231 Barry Docks Link Road) signposted *Sully* and *Docks*.

At the second roundabout (McDonald's on right), take the first exit left onto the A4055 Cardiff Road, following signs for *Dinas Powys*.

After about 1¼ miles you will see *Neuadd Hebron/Hebron Hall* signposted to the right. Take this right turn onto Cross Common Road and almost immediately turn sharp left, then right again into our driveway.

The office is by the main entrance in the large red brick building at the top of the drive. Group leaders are asked to contact the main office in Grace House on arrival.

Grace House and Potter's House guests should follow the driveway right around the building to the car park by the tennis courts and enter using the rear entrance.

Ebenezer House guests should park in the first car park to the right on the driveway and enter at the other side of the building as indicated.

### By rail

There are frequent train services from Cardiff Station to Dinas Powys Station which is about a 5-minute walk from Hebron Hall.

Catch a Barry Island or Bridgend train, ensuring that it stops at Dinas Powys. For more information please contact National Rail Enquiries on 08457 48 49 50 or at [www.nationalrail.co.uk](http://www.nationalrail.co.uk).