



World Centres Booking Terms & Conditions

These standards conditions apply to the four static world centres and in general to Fifth World Centre Events other arrangements may sometimes be varied in the latter centre.

1) Booking Confirmation

No agreement shall exist between the guest, whose expression shall include all persons on whose behalf the guest books, and the World Centre until:

- a. The booking agreement, signed by the guest, has been returned to the World Centre
- b. The World Centre has received the required deposit as stated on the booking agreement
- c. A confirmation of booking has been issued by the World Centre to the guest

2) Payment terms

There are two categories of World Centre guest; Programme Guests and Independent Guests. These have different payment terms. Guest category is clearly marked on all booking agreements. The person who signed the booking agreement shall be liable for full payment for all persons to whom the booking agreement applied and for any other persons the World Centre was subsequently requested to book by the guest.

A unique code will be issued to the guest when booking and must be quoted when making all payments.

a) Programme Guests

- A deposit of 10% of costs is required within one month of enquiry to secure your booking. This is non-refundable
- A further 40% of costs to be paid 6 months before the event, which is non-refundable.
- If booking less than 6 months before the event, a deposit of 50% is required within 14 days of enquiry to secure your booking.
- This is non-refundable.
- Full payment is due 1 month prior to event. If event commences within 1 month of booking, full payment is due at time of booking.
- Sponsored guests - the participants need to ensure that payments arrangements are clear and complied with

b) Independent Guests

- A deposit to the value of the first night's accommodation is required within 1 month of enquiry to secure the booking. This is non-refundable.
- If booking less than 1 month before the visit, a deposit to the value of the first night's accommodation is required immediately to secure booking. This is non-refundable.
- Full payment is required on arrival

- c) If there is sufficient notice and the World Centre can subsequently take a new booking to cover the cancellation, then no cancellation charge will apply to the internal departments of WAGGGS.

3) Amendments

The World Centre reserves the right to charge an administration fee for any amendments being made to the respective booking agreement, if requested by the guest. A change of name only does not constitute an amendment.

4) Cancellations

Cancellation shall take effect only when written notification from the person signing the booking agreement is received by the World Centre. In all cases of cancellation, booking policy applies.

5) Alterations by the World Centre

In the unlikely event of the World Centre making a major alteration to or cancelling a booking, the World Centre shall offer to transfer any payments to an alternative event where possible. If this is not possible, the World Centre shall offer to relocate the guest to local accommodation of a comparable standard. If this is not possible, the World Centre shall refund any payments made to date.

6) Damage/guest behaviour

The World Centre will be entitled to recover from the guest the cost (estimated if not precisely known) of any damage caused by the guest or their group. The guest undertakes to deport her/himself in an orderly fashion in line with the ethos and values of Girl Guiding/Scouting and not to disrupt the enjoyment of others or to prejudice the World Centre's reputation with the local community, local businesses or other guests. The agreement of any guest in breach of this clause shall be terminated forthwith and the World Centre shall have no further contractual obligations towards her/him.

7) Guest belongings

Guest belongings brought onto World Centre premises are at all times at the guest's own risk.

8) Limitation of Liability

It is the responsibility of the Member Organisation or individuals to ensure that they have adequate and appropriate insurance to cover: personal property, travel disruption, injury, medical expenses, general liability and life cover for the period of travel to, travel from and during the stay at the WAGGGS World Centre.

As an organisation WAGGGS holds public/general liability insurance coverage that is reviewed regularly.

9) Age Restrictions

Guests under the age of 16 years need to be accompanied by an adult (aged 18 and over). Unaccompanied guests aged 16 and 17 years old will need a signed parental consent form.

10) Refunds

The World Centre will not make refunds to the booker or guest on unused accommodation and catering, or for programme activities booked by the guest but not participated in.

11) Complaints

In the event of a complaint by the guest against the World Centre, WAGGGS requests the matter is discussed with the World Centre Manager. However, should the guest believe that the matter was not dealt with adequately by the management of the World Centre, the guest has the right to contact the World Association of Girl Guides and Girl Scouts at the World Bureau in London and has 28 days to lodge a complaint in accordance with the World Centre Customer Relations Procedure.

12) Jurisdiction

These terms and conditions and any agreement to which they apply are governed in all respects by the laws of the United Kingdom and the World Centre's host country.