



SCHOOL GROUP TERMS & CONDITIONS

1. Making a booking

1.1 Please make an educational trip enquiry and booking over the phone or by email; do not book online. You can reach us by phone 01736 791664 or by email hello@stayatcohort.co.uk.

1.2 Before booking, you guarantee that you have the authority to accept on behalf of your party the terms of these booking conditions.

2. Securing a booking

2.1 A booking will exist as soon as we issue the booking confirmation to you. This booking is made on the terms of these booking conditions and the school trip organiser (or nominated person) will be our initial sole point of correspondence unless directed to speak to other people, e.g. finance, with regards to the trip.

3. Deposit payments

3.1 Deposit

When you make a booking you will be asked to pay 50% of accommodation costs as a deposit, this is non-refundable in the event of a cancellation.

Payment of the 50% deposit will be due by a date agreed between the trip organiser and Cohort. This will be detailed in writing and also on the issued invoice; it will usually be within 4 weeks of the booking being agreed.

Catering costs are not included in deposit / interim payments.

If the deposits and/or balance is not paid by the agreed due date we reserve the right to cancel your booking.

3.2 Goodwill deposit

In some circumstances, when the booking is being made for the next academic year or payment terms need to be flexible to meet your internal timings, you will be asked to pay a smaller deposit to secure the dates, this will be 10% of the total accommodation amount

(excluding food costs), the remainder of the deposit (40% of accommodation costs) will then be due at an agreed date detailed on the booking confirmation.

This deposit is non-refundable in the event of a cancellation.

3.3 If the deposits and/or balance is not paid in time, we reserve the right to cancel your booking and retain all deposits paid.

4. Cancelling a booking

4.1 Should you wish to cancel a booking you can do so up to 45 days prior to the arrival date with no additional charges other than the loss of your deposit payments.

4.2 Should you cancel less than 45 days before the booked arrival date 100% of the booking will be due, excluding any catering costs.

4.3 Should you cancel less than 28 days before the booked arrival date 100% of the booking will be due, including any catering costs.

4.4 If you have paid just the Goodwill Deposit when you cancel and have not missed the deposit deadline for the remaining deposit amount no further monies will be due. If you have missed the deposit deadline the remainder of the deposit will be due at the point of cancellation.

5. Changing a booking

5.1 If, after our booking confirmation has been issued, you wish to change your arrangements in any way, for example your chosen departure date or accommodation numbers, we will do our best to accommodate these changes but it may not always be possible. Any request for changes to be made must be in writing by you. Further costs may be incurred in making this alteration.

You should be aware that these costs could increase the closer you are to your date of arrival and so you should contact us as soon as possible.

Any changes to third party activity or service providers must be made by you, we are not responsible for passing on cancellation / date change information to third parties.

5.2 Provided a booking is not cancelled in its entirety there will be no financial penalties for a reduction in numbers between payment of the deposit and payment of the balance; the final invoice will be adjusted accordingly to take any changes into account. The only exception to this is when a booking is for exclusive use (see 5.2.1).

If the reduction in numbers is so significant that the deposit paid covers the entire booking there will be no refund in the event of a difference between the actual booking amount and the deposit which has been paid.

5.2.1. Where a booking is for Group Use / Exclusive Use of Cohort the number of people / students within the group become irrelevant and the price remains the same despite any fluctuations in student / staff numbers. Reducing the booking to a non-exclusive use booking in line with revised numbers is purely at the discretion of Cohort and is not guaranteed.

6. If we have to make changes to a booking

6.1 Occasionally we have to make changes and we reserve the right to do so at any time. Many changes will be minor and will either be advised at the earliest possible date or are so minor they will not affect the quality of your visit and you will not need to be informed.

6.2 In the unlikely event of it proving necessary to alter significantly or cancel your stay with us we will offer a suitable alternative option or 100% refund (within 14 business days) if we are not able, in our opinion, to offer an alternative that is sufficiently comparable. We will reimburse you if we have to make a major change to your stay unless the change is due to circumstances beyond our reasonable control, including but not limited to war, the threat of war, riot, civil strife, actual or threatened terrorist activity, act of God, industrial dispute, governmental action, epidemic, disease, adverse weather or natural or nuclear disaster.

7. Paying for your stay

7.1 The booking must be paid in full at least 14 days before arrival. This includes any food costs due. Once a booking has been paid in full there are no refunds should numbers reduce.

7.2 If the balance payment has not been received 14 days before arrival Cohort reserves the right to cancel the booking and there will be no refund of deposit/s paid.

7.3 We will accept payment by card, bank transfer (BACS) or cheque. We accept Visa (debit & credit), MasterCard (debit & credit), Switch and Maestro cards. We do not accept AmEx or Diners cards.

7.4 There is a 2% administration charge for payments by credit card.

8. Third party service and activity providers

8.1 We only recommend educational trip and school appropriate external activity and service providers for the purpose of assisting school trip organisers to build appropriate itineraries. We deem 'appropriate' as being services and/or activity providers which meet the needs of educational groups. Appropriate activity and service providers must offer at least one of the following:

- allow group bookings / offer group discounts
- offer services specific to educational groups
- demonstrate an understanding of the needs of educational groups by having either/or a combination of: staff / volunteer DBS checks, safeguarding policies or other documentation specific to educational group visits

8.2 External activity and service providers

During the trip planning process we may recommend external service and activity providers such as art educators, excursions/tour operators and other related activities providers. On occasion and with your explicit permission, we may make enquiries about pricing or availability on your behalf. **In all instances we are not responsible for the products and services provided by such third parties.**

Your dealings with third parties may be subject to additional terms, conditions and policies provided to you by the applicable third party and it is your responsibility to undertake any relevant due diligence for the service they will be providing.

Service and activity providers that you independently book and/or pay for does not form part of the accommodation package provided by us. For any external activity or service that you book in addition to your stay with us, your contract will be with the operator of the service or activity and not with us.

Such excursions or activities booked by you, but not forming part of your package may be stated in correspondence by us, however this does not mean we assume any responsibility or liability for these arrangements or the service given.

9. Catering provision

9.1 All catering at Cohort is optional and available as a bolt-on to the main accommodation package. Cohort provides breakfast, packed lunches and evening meals which can be booked as needed.

9.2 Catering costs are subject to change due to market forces. We reserve the right to make changes to catering costs after the booking has been confirmed if external factors, beyond our reasonable control, impact the price of food.

9.3 If we do make changes to the cost of catering provision you will be given the option to cancel any catering booked with no cancellation charges.

9.4 All food costs are added to the final invoice. No payment is taken for food costs until numbers are finalised; this must be at least 28 days prior to arrival.

9.5 Cancelling or altering catering provision

There are no cancellation costs for cancelling or altering catering provision provided cancellation and / or alterations are made at least 28 days prior to arrival.

- If alterations are made to the catering provision less than 28 days prior to arrival we reserve the right to charge the full amount of the original catering booked
- If alterations are made less than 14 days prior to arrival we will charge the full amount of the original catering booked
- If alterations are made to the catering provision after the balance has been paid no refund will be given

9.6 External catering services and food providers

Third party food providers are welcome to deliver and serve food at Cohort however we take no responsibility for those who do, even if they have been recommended and / or introduced by us. Please refer to their specific T&Cs at the point of booking and our limited liability in Section 8.2. which also applies to catering providers.

It is the responsibility of the group to undertake any relevant due diligence and risk assessments for the service external caterers will be providing. In all circumstances the contract is between the group and the catering service provider, Cohort assumes no responsibility or liability.

10. Insurance

10.1 All visiting school groups must hold appropriate travel insurance provisions prior to an organised trip to Cohort.

11. Nominated person on arrival

11.1 We will require full contact details (including a mobile number) of a nominated person who will be the main point of contact prior to arrival and during the groups' stay.

12. Damages

12.1 We do not take a deposit for damages however the school is responsible for any damage caused by students and should there be an incident Cohort will send an invoice for immediate payment.

13. Our liability to you

13.1 Cohort is an accommodation provider only. You must inform us without undue delay of any failure to perform or improper performance of the service we have promised to provide.

13.2 We will not be liable where any failure to perform in accordance to your expectations is due to: you or another member of your group; or a third party unconnected with the provision of the accommodation service and is unforeseeable or unavoidable; or unavoidable and extraordinary circumstances, which means a situation beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken.

13.3 We do not take any responsibility or liability for excursions outside of Cohort. Please refer to the terms and conditions of the individual organisation or service provider.

13.4 Any external organised activity which has sought permission to use the Cohort building during the activity period is still subject to the activity providers terms and conditions and responsibility for the activity and service is still of the activity and service provider. In these instances Cohort only assumes responsibility for no more than that which is expected of a hired space provider.

13.6 Cohort can provide risk assessments associated with providing safe and secure group accommodation. School trip organisers must conduct their own necessary risk assessments in accordance to their own health and safety obligations.

14. Personal Property

14.1 Your personal property, including baggage, is your own responsibility at all times, unless any loss or damage is due to our negligence or failure to carry out our responsibility.

15. Behaviour

15.1 We expect all guests to have consideration for other people. If, in our reasonable opinion or in the reasonable opinion of any other person in authority, you or any member of your party behaves in such a way as to cause or be likely to cause danger, upset or distress to any third party or damage to property, we are entitled, without prior notice, to terminate the stay of the person(s) concerned. In this situation, the person(s) concerned will be required to leave the accommodation. We will have no further responsibility toward such person(s) including any return travel arrangements. No refunds will be made and we will not pay any expenses or costs incurred as a result of the termination.

16. Supervision

16.1 You and/or other adults accompanying the group agree to act 'in loco parentis' at all times and will adequately supervise all members of the party. At no point can this responsibility ever be delegated to Cohort staff. It is your responsibility to ensure that:

- No group member under 18 consumes alcoholic beverages
- No group member smokes in any smoke-free places or behaves in any other way which may cause a fire hazard
- No group member breaks UK or local law

17. Special requests

17.1 Any special requests must be clearly notified to us in writing. We do our best to meet any special requests made by you and ensure that these are forwarded to the appropriate persons. We cannot guarantee, however, that special requests will be fulfilled and failure to do so does not constitute a breach of contract. Special requests will only be held to form part of the contract between you and us when they have been confirmed in writing to be guaranteed by us.

18. Additional requirements

18.1 If members of your group have additional requirements, relating for example to disability, culture, diet, etc. please provide full details at the time of booking. We will be pleased to undertake a fair assessment of service provision and identify appropriate resources with reference to such considerations as access, successful participation and health and safety.

19. Marketing

19.1 Cohort may use your written feedback in promotional materials. If you do not wish to be quoted, please could you inform us on any written material you send us.

20. Complaints

20.1 If you have a problem with any aspect of your stay with us, we want to be the first to hear. It is essential that you contact us as soon as possible so that we can try to rectify the situation at the time.

21. Subject to change

21.1 Please note these terms and conditions are subject to change. We reserve the right to make changes to these terms and conditions at any time.