

Terms and Conditions of Booking the Gateway Centre

- We allow groups to stay on the understanding that the health and safety of group members is the responsibility of the group leader at all times. Group leaders are expected to familiarise themselves with the property and the information in the Group Leaders handbook on arrival.
- It is the responsibility of the hirers to comply with any Government advice concerning Covid 19, that may apply when using our premises. We are happy to assist groups in making their plans if they request it.
- There is a Fire Alarm system and exit routes are clearly marked on floor plans located on the back of all bedroom doors. Fire Evacuation procedures are located on the notice board in the Dining area, and in the Group Leaders Handbook. Group leaders are asked to ensure that all group members are aware of these procedures.
- The Centre is a No Smoking Zone and we would ask you to respect this policy.
- The Gateway Premises have been given the very exceptional permission by the Methodist Church for the appropriate and responsible consumption of alcohol for adults. Please fully respect this privilege. No hen or stag parties. In the case of young people's organisations, this is subject to your own group's safeguarding policy regarding residential visits.
- The use of the bunk beds is entirely the responsibility of group leaders. The Gateway Centre cannot be held liable for any accidents.
- Please leave boots and outdoor coats in the entrance hall.
- Please use the notice boards provided and do not use Blu-tack on the walls.
- Please respect the premises and leave them clean and tidy. All breakages must be reported to the Centre Manager, and paid for.
- For hygiene reasons please do not consume food or drink in the bedrooms or take paint, glue etc into the bedroom area.
- We regret that, with the exception of Guide dogs, no animals are allowed into the Centre.
- The Centre will be available from 4.00pm on the day of arrival, but the downstairs sitting room may be available, by arrangement, to store luggage for groups who arrive earlier.
- At the end of your stay, the premises must be vacated by 10.00am on weekdays and by 4.00pm on Sundays and Bank holidays. The key should be left inside the key box after locking up.

- In the event of cancellation by a group, the deposit paid is non-refundable. Where the cancellation occurs within four weeks of the arrival date, groups will be liable for the full fee unless the vacancy can be filled by another group. Groups should consider having insurance against cancellation.
- If the booking has to be cancelled by the Centre for any reason and an alternative mutually agreed date cannot be organised, any payment made will be refunded.