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Terms and Conditions

- Under no circumstances will deposits be refunded or transferred.
- Fees must be paid IN FULL 6 WEEKS before arrival. A charge of £50 to cover additional administration will be made for late payments.
- Cancellations within 8 weeks of the start of the booking will be charged IN FULL for the period booked.
- There will be an additional deposit of £50 for Guiding/Scouting groups and £250 for all other groups required against the cost of any damage, cleaning or late departures which must be sent with the initial booking deposit. This will be returned after the deduction of any costs. Damages over £50/£250 must be paid in full.
- We reserve the right to make an extra charge if additional cleaning is required after your stay.
- All cheques should be made payable to *Willow Tree Centre*.
- Please provide stamped addressed envelopes for all return correspondence and receipts.
- Willow Tree Centre is normally available as follows, although we are flexible where possible:-
 - Weekends (outside school holidays) 4.30pm Friday until 4.30pm Sunday
 - School Holidays 2.00pm on day of arrival until 12 noon (weekdays & weekends) on day of departure
 - Days 9.00am until 5.00pm
 - Part days Any 4 hour period until 5.00pm
 - Evenings 6.00pm until 10.30pm
- All times include setting up and clearing up. All late arrivals/departures will be charged at £20 per half hour.
- Changes to arrival & departure times less than 6 weeks before the booking date will only be permitted in exceptional circumstances.
- Smoking is not permitted in any building.
- Animals (other than Guide dogs) are not permitted at the Willow Tree Centre.