



Chichester Diocesan Association for Family Support Work
Knowles Tooth Children's Centre
Langton Lane
Hurstpierpoint BN6 9EZ
Tel/Fax 01273 832363



BOOKING CONDITIONS FOR GROUPS VISITING KNOWLES TOOTH

Thank you for your enquiry regarding more information about a stay at Knowles Tooth.

There are 26 beds across 11 bedrooms, six rooms are especially designed for people with mobility difficulties. We are only able to accept organised groups rather than individual families. For residential stays a food package for self-catering is provided and is based on up to 20 residents.

1. We can take provisional bookings whilst you firm up dates with your group but best to ring and see what dates available as we get booked very quickly.
2. A residential booking is based on 20 people, including leaders/staff. For groups of over 20 a supplement is charged (details below). A bed plan can be supplied on request or downloaded from our website.
3. No pets allowed in House or grounds.
4. All groups who have public liability insurance must provide Knowles Tooth with a copy – if possible with the booking form or supply details. If you do not have a policy please advise us and we strongly recommend that groups without this take out their own policy to cover the duration of their stay.
5. Whilst Knowles Tooth and its staff strive to provide a healthy and safe environment for its visitors it is the responsibility of the visiting group and leaders to organise and supervise all aspects of their stay. We ask that you respect our neighbours and adequate supervision of children **MUST** be undertaken at all times.
6. The Centre's mini bus is available, subject to availability & agreement with group leaders/staff. All drivers need to bring their licence with them and KT staff will keep a copy. *A contribution for costs of fuel and maintenance is payable. A suggested amount is £ 10.00 plus diesel.* Drivers must be over 25.
7. The food package is for self-catering. This can be downloaded from our website. We do not provide: Baby milk or food, BREAD, biscuits, crisps, fresh fruit and vegetables other than potatoes and onions. A copy of the food package is available on request. Groups staying overnight will need to provide their own towels. **The house should be left in the condition you found it.** Another group will be coming to stay after you leave.
8. We have included Rules & Guidelines that we ask you to read through with your staff / group leaders prior to your visit.

9. If you have an email address please supply it as it helps the environment and cuts postage. Please be aware that the office at Knowles Tooth is only manned part time and so if your enquiry is urgent please telephone and leave a message and someone will get back to you.
10. Our website does have some forms, maps etc for download
www.familysupportwork.org.uk

Volunteers

We have an ever increasing bank of volunteers to assist with visiting groups. Whilst we cannot guarantee that a volunteer will be available, if you feel that an extra pair of hands might help your stay in some way, perhaps with activities, please ring our Volunteer Co-ordinator David Dickson directly or email him and discuss your needs.

david@familysupportwork.org.uk 01273 832533

Play worker

We also have a part time play worker Jacque who may be able to assist with activities for your group – craft, zip wire etc (no charge to your group) she is only part time and would need to be booked so please call to let us know you are interested and we will find out if she is available.

Health & Safety

Final size and breakdown of group – adults & children – with children's age groups **must** be given to Knowles Tooth staff on arrival

For prices etc see below



KNOWLES TOOTH CHILDREN'S CENTRE PRICES

THESE PRICES RELATE TO VISITS MADE 1/4/09-31/3/10

Prices are per group per stay for groups of up to a **MAXIMUM** of 20 people including group leaders/staff. If your group is over 20 see below.

A weekend: Friday to Sunday (2 nights) including food	£ 660.00
A midweek break: Monday to Friday (4 nights) including food	£ 1320.00
A week: Monday to Sunday (6 nights) including food (subject to availability)	£ 1980.00
3 nights only by special arrangement please contact	
A day (9am-6pm) which includes food for self catering.	£240.00
A day without food or with catering	£200.00

- clinical waste removal (costs have increased substantially to the Centre for this) **if your group will be requiring the removal of waste there will be a supplement to pay of £ 20.**

FOR GROUPS OVER 20 a supplement of £5 per person (adult or child) per night is due.

All these costs include a subsidy towards the full costs of the holiday.
This is provided by the Friends of the Association

Do not delay in returning the forms if you are not sure of the final size of your group, just let us know as soon as possible.

PAYMENTS TERMS:

10% deposit to secure booking

Balance due no later than 90 days prior visit.

CANCELLATION CHARGES

The cancellation charges are calculated from the date we receive your **WRITTEN** instructions to cancel

Length of time:

90 days or more prior visit	- deposit only
60-89 days	- 50% of total holiday cost
59 days or less	-100% of total holiday cost

Rules and guidelines

Details of your groups PUBLIC LIABILITY INSURANCE must be given in writing. If you do not have any we strongly recommend you take out a policy to cover your stay. Please supply a copy of the policy with your booking form if possible.

We will require a final number count for your group on arrival for Health and Safety purposes.

CHILDREN are not allowed to be within the perimeter of the *pond* without a responsible adult who can swim. **Buoyancy aides must be worn when in boats or canoes. Children must be supervised with all outside play facilities.** An adult must accompany children when the *tree house* is used and the **zip wire and trampoline must be used as instructed. THE GROUP LEADER IS RESPONSIBLE that all visitors in their group are instructed in correct use of zip wire and do so at their own risk. Helmets must be worn on bikes & go karts.**We cannot guarantee that all items of play equipment will be available for your visit. The *snooker/ pool table* is only to be used by those old enough to take care of the facility. Coloured *soft mats* and *shapes* are not to be used outside. Please cover the *sand pit* when not in use.

For your comfort NAPPIES are disposed of IN A NAPPY BAG into the dustbin marked NAPPIES outside the kitchen door. (Ask Rose about other clinical waste).

The FIRST AID box and accident book are in the kitchen. A secure place is available for medication. A carbon monoxide alarm is fitted in the kitchen, you will be told about it. For the comfort and safety of all SMOKING is not allowed in the house

Adults are asked to take responsibility for the use of the *television, video* and other Knowles Tooth facilities. No *bikes* or *tricycles* inside. Helmets are available and should be worn both on the grounds and on the road. If going on the road please ensure cyclists are proficient.

No illegal substances/drugs to be brought into the house or used on Knowles Tooth property including the grounds.

Visitors are asked to respect neighbours. Sound must be kept to a comfortable level for all. It is suggested that groups do not use the pond side of the house before 9am and after 9pm. Room 6 – where possible please keep noise to a minimum as this backs on to Leigh's children's bedrooms.

The MINIBUS is not a toy and must be kept locked. It may be used by the group SUBJECT TO AVAILABILITY. Anyone using the minibus MUST produce their driving licence to a member of Knowles Tooth staff when a copy will be taken. Drivers must be over 25 Please note the telephone number during your stay is the hall phone: 01273 832963

On leaving please could you:

CLEAN UP AFTER YOU – please respect the house and leave all rooms including the kitchen clean. We ask that you wash up before you leave and **DOUBLE CHECK for personal items** left before departure. Items left, if found, will either have to be collected or the cost of the return postage paid by the group. We do not have a facility for long term storage of left items and these may be disposed of if collection/ postage not agreed.

Strip your beds and bring laundry to the laundry box by 10am on the morning of departure. Put your luggage in one place e.g. entrance/lounge by 11am. We need to get the bedrooms set up for the next group.

It would also be helpful if toys, art equipment, bikes etc. were returned washed if necessary. Tell us about your stay (forms will be provided). We have a few Knowles Tooth souvenirs. Please ask us about them. Check that cooker and grill are switched off. Secure all windows and doors. Leave through the kitchen door; please ensure the door is locked behind you.

This leaflet serves as a Health and Safety and Child Protection Document



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KNOWLES TOOTH CHILDREN'S CENTRE BOOKING FORM

Name of group/organisation

Dates of visit

Arrival time Departure Time

Monday: NOT before 1pm
 Friday: NOT before 4pm

Friday: NO LATER than 12 noon
 Sunday: NO LATER than 4pm

Adults	Children 0 to 5	Boys 5 to 13	Girls 5 to 13	Young People 14-18

Name of leader staying at Knowles Tooth

Name of person responsible for this booking.....

Address for further correspondence

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Tel no. Mobile

Fax no..... **E-mail.....**

Name and Address of person to be invoiced if different from above

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Any special requirements or information that we need to be aware of
 (e.g. unpredictable behaviour, no.s of cots, dietary needs etc.) please telephone or tell us
 here

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**Does your group have public liability insurance Yes / No. Please supply
 company, policy number and expiry date. If possible please attach copy of certificate.**

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It would be helpful if you could outline the purpose of your group's visit to Knowles Tooth

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**Will your group require removal of clinical waste* (see booking conditions) Yes / No
 I acknowledge and accept Knowles Tooth Booking Conditions and Rules & Guidelines
 and agree to supply Knowles Tooth with a final group size adults/children on arrival.**

Signature & date..... 10% deposit needed to secure your booking
 CHEQUES PAYABLE TO CDAFSW