

## CONDITIONS OF BOOKING

### HOW TO BOOK

Please ring us on 01747 854993 or contact us by e-mail on [admin@loxlane.com](mailto:admin@loxlane.com) to check availability and make a provisional booking. You will then be sent a booking form, as well as other information.

### TO CONFIRM YOUR BOOKING

Please complete, sign and return the booking form. An invoice will be issued with a request for a deposit of 10%. Deposits are non-refundable and will be deducted from the final balance. We cannot guarantee your booking until your deposit is received.

The final balance of the payment will be calculated when numbers are confirmed and will be due 4 weeks before the booking takes place. *(N.B. For one day bookings of a meeting room the final balance will be due 1 week before the visit or 2 weeks if lunch is being provided).*

Any changes and incidental extras incurred after balance has been paid will be billed separately. We accept payment by BACS or cheque.

### AFTER BOOKING

Once your booking is confirmed you can email the on-site team with any on going questions and to update them on numbers and dietary needs if you are a catered group. The on-site email is [host@loxlane.com](mailto:host@loxlane.com)

### CANCELLATION OF BOOKINGS

Payment and acceptance of a deposit represents a legally binding contract. Cancelled bookings cause financial loss to Lox Lane Christian Encounter Centre if they cannot be refilled. For this reason charges apply to to all cancelled bookings for the Farmhouse and for residential group fully catered.

12 - 4 weeks before: 10% Deposit will be retained

4 – 2 weeks before: 50% of the total cost

Anytime from 2 weeks before date of arrival: 100% payment due

### ARRIVAL AND DEPARTURE TIMES

Rooms will be available from 4pm on the day of your arrival and we ask that rooms are vacated by 10am on the day of departure (unless otherwise arranged). Please note that if your stay is fully catered, lunch will be included on the day of departure (unless otherwise arranged), so guests will be welcome to use the other facilities after checking out of their rooms. Your host on site will need to speak to the group organiser on arrival just to run through all the important points for your visit. At the end of your visit we ask that all guests leave their keys in the locks on the outside of the door of their room.

## **TOWELS**

Towels are provided in all bedrooms. We request you use your own towels for any trips to local swimming pools or beaches.

## **DIETARY REQUIREMENTS**

Confirmation of final numbers, room list should be provided 4 weeks before your visit, please could you email both [admin@loxlane.com](mailto:admin@loxlane.com) and [host@loxlane.com](mailto:host@loxlane.com)

Dietary requirements need to be provided no later than 2 weeks before, again using the email [host@loxlane.com](mailto:host@loxlane.com)

When catering for a group our Caterer produces a continental breakfast, and a set lunch and set evening meal. They will do their best to cater for any essential dietary requirements, for example, gluten free, dairy free. They can also provide individual guests with a vegetarian alternative if booked at this time. When catering for a group we are unable to cater for guests' personal preferences. Meals are prepared in a kitchen where nuts and other allergens are used.

Cooked breakfast can also be available on request, please ask for this at the time of booking for a price.

Meals will usually be served at 7pm on the first evening and then 8.30am, 1pm and 6pm, unless otherwise arranged. It would be a great help if you ensure that your group are on time for meals. **IT IS ESSENTIAL THAT GUESTS LET US KNOW OF FOODS THEY CANNOT EAT before the visit as it will be too late at the time of the booking** – please can all organisers make this clear to their group. **Our caterers cannot take any responsibility for any undisclosed allergy.**

## **SMOKING**

Smoking is not permitted in the buildings or in the Courtyard area. We kindly ask guests to adhere to this policy. Failure to adhere may result in guests being asked to leave and a charge for cleaning being applied.

## **ALCOHOL**

We have no objection to the consumption of alcohol on site – as long as guests behave responsibly.

## **USE OF THE FARMHOUSE:**

### **NUMBER OF GUESTS:**

The Farmhouse has 7 bedrooms, sleeping a maximum of 14 people. This limit should not be exceeded, except by arrangement, for example you may be able to book the use of z-beds to accommodate children in rooms with their parents. We do not allow sleeping on sofas. Extra Courtyard rooms can be booked; with the maximum of 20 people being self-catered using the Farmhouse.

### **WOODBURNER & BBQ**

A woodburner and BBQ are provided for the use of guests booking the Farmhouse. A basket of logs is provided free, re-fills will be charged for. The BBQ uses charcoal and we ask guests to provide their own. Groups are responsible for the appropriate

use of the woodburner and the BBQ – we would ask that only adults operate them and that children are adequately supervised when they are in use.

## **MEETING ROOMS**

We have 3 rooms available for meetings, the Main meeting room, the Garden room in the Farmhouse and the Upper room. The Main meeting room can accommodate approximately 80 people and has a PA system and projector. The Garden room in the Farmhouse can accommodate approximately 30 people and has a data projector and screen. The Upper room (reached by a flight of stairs) can accommodate approximately 20 people and has a TV and DVD player. A flipboard chart and pens are available for use in the meeting rooms if required.

Rooms can be hired for a day during the week. Groups who book a fully catered stay will have access to at least one of the meeting rooms depending on the size of the group and their needs. This will be arranged at the time of booking.

## **USE OF THE PA EQUIPMENT IN THE MEETING ROOM & GARDEN ROOM**

The PA equipment is available for use by groups who book meeting rooms.

**The main meeting room** has a modest PA system which can cater for a few vocal mics and a few instruments. There are two Shure SM58 vocal mics and stands available, as well as two DI boxes, and a keyboard which is normally fed in directly. The mixer is a simple Soundcraft device running in mono to two Ramsa loudspeakers, ceiling mounted. There is also a handheld radio mic (Sennheiser) plumbed into the system. (9 volt battery type). There is a ceiling mounted data projector which is nominally fed from the 'words' PC, but can be fed from another device, but only via a VGA feed, not HDMI.

**The garden room** also has a data projector, fed via HDMI, *not* VGA. NO mixer for PA, but there are a couple of ceiling mounted speakers and an Audio Visual (AV) type amplifier which can take an external music source. We ask that you do not adjust the settings on the equipment.

**We would ask that you do not disconnect or otherwise make adjustments to the PA, particularly in the meeting room, unless you have someone who is very confident that they are able to put it all back as you found it!** If you need any help or advice about PA we are happy to put in touch with David Perry who manages PA in the Church and at Lox Lane.

## **GROUP BOOKINGS**

Lox Lane Christian Encounter Centre is part of the Father's House charity (1197047) and is used for the hosting of activities organised by Father's House and available as a resource to the wider Church, other Christian organisations and the local community. We will not accept bookings for activities which are in conflict with the Christian gospel and Father's House objectives outlined in its governing document (i.e. "The advancement of the Christian faith and the worship of God"). The Centre reserves the right to refuse requests for hire by groups or for activities which, in the opinion of the Centre, are either contrary to these objectives or where the Centre considers that such use or activities may

cause offence, on grounds of their religion or belief, to a significant number of Christians. No acts of worship, other than Christian worship, are permitted on the premises.

## **YOUR RESPONSIBILITY**

Lox Lane Farm is a peaceful and relaxing place to stay. We ask that you show consideration to our team, the accommodation and the surroundings. Our leadership team have the right to ask any person who is disruptive or demonstrating inappropriate behaviour or language that causes distress to others on-site to leave the location. We ask you not to shift furniture around without the permission of the Lox Lane host. We ask that you report any damages or breakages to one of the Lox Lane staff. We also reserve the right not to accept future bookings where serious disruption has occurred. **We also ask that parents coming with children ensure they are adequately supervised at all times.**

## **SAFEGUARDING**

Father's House Shaftesbury (owners of Lox Lane Christian Encounter Centre) prioritises the importance of safeguarding and we have a specific safeguarding policy in place covering children and vulnerable adults. All groups or users of the site are asked to confirm that they have their own safeguarding policy in place for any children and vulnerable adults that they may bring **OR** that they have read and agree to abide by the Father's House Safeguarding statement. (a copy is included at the end of these conditions).

## **FIRE SAFETY**

We ask the group organisers take responsibility to ensure that all the members of the group they bring are aware of Lox Lane's fire safety procedures – which will be explained to you on arrival.

## **DAMAGE AND LIABILITY**

Guests will be liable for the cost of repair or replacements as a result of damage caused to the buildings, grounds or property of Lox Lane Christian Encounter Centre. There will be a charge of £10 for lost keys to cover replacement. The Centre is not liable for personal injury caused by the action of another guest or for the loss of personal belongings.

## **ITEMS LEFT AT LOX LANE**

If you leave an item on-site we will do our best to reunite you with it. If it is small enough to post there will be a minimum charge of £10 for us to return it to you. Or you can call us to arrange a mutually convenient time to pick it up.

## **INSURANCE**

The Centre has Public Liability. Please treat the property with respect and ensure that windows and doors are kept locked whenever you leave your accommodation and report any issues to a member of staff immediately. You must take care of your own personal belongings and we recommend that you have your own cover for these, as they would not be covered under the Centre's insurance.

## **COMPLAINTS PROCEDURE**

We aim to meet the high standards that our guests have a right to expect. In the unlikely event that we fail to meet these standards please contact the Administrator on [admin@loxlane.com](mailto:admin@loxlane.com) or 01747 854993.

## **HOW WE USE YOUR CONTACT DETAILS/ DATA PROTECTION**

All personal data is processed in a secure way. We use your contact details in order to ensure that we can deliver the service you are booking. We will not send you any newsletters or promotional emails unless you sign up to receive them.

## **FATHER'S HOUSE, SHAFTESBURY LEADERSHIP SAFEGUARDING STATEMENT**

The Leadership of Father's House, Shaftesbury, recognises the importance of our ministry with children and adults with care and support needs, and our responsibility to protect everyone entrusted to our care.

This statement relates to all the activities undertaken by Father's House, Shaftesbury and includes those which take place at Lox Lane Christian Encounter Centre.

### **The following statement was agreed by the Leadership on 24<sup>th</sup> February 2020**

Father's House, Shaftesbury is committed to the safeguarding of children and adults with care and support needs and ensuring their well-being.

- We recognise that we all have a responsibility to help prevent the physical, sexual, psychological, financial and discriminatory abuse and neglect of adults at risk of harm and abuse and to report any such abuse that we discover or suspect.
- We recognise the personal dignity and rights of adults and will ensure all our policies and procedures will reflect this.
- We believe all adults should enjoy and have access to every aspect of the life of Father's House, Shaftesbury.
- We undertake to exercise proper care in the appointment and selection of those who work with children and adults with care and support needs.
- We believe that every child should be valued, safe and happy. We want to make sure that children we have contact with know this and are empowered to tell us if they are experiencing significant harm.

### **We are committed to;**

- Following the statutory guidelines in relation to safeguarding children and adults
- We will ensure that all Father's House workers will work within the agreed procedure of our safeguarding policy.
- Implementing the Disability Discrimination Acts 1995 and 2005, Equality Act 2010 and all other relevant legislation
- Supporting, resourcing, and training those who undertake this work.
- Ensuring we are keeping up to date with national and local developments relating to safeguarding
- Ensuring that everyone agrees to abide by these recommendations and the guidelines established by Father's House.
- Supporting all in Father's House affected by abuse.

**We recognise:**

- Children's Services has lead responsibility for investigating all allegations or suspicions of abuse where there are concerns about a child. Adult Social Care has lead responsibility for investigating all allegations or suspicions of abuse where there are concerns about an adult with care and support needs.
- Where an allegation suggests that a criminal offence may have been committed then the Police should be contacted as a matter of urgency.
- Safeguarding is everyone's responsibility.

A copy of the full policy and procedures is available at **Father's House, Shaftesbury.**

**We will review this statement and our policy and procedures annually.** Next review – June 2024.

If you have any concerns for a child or adult then speak to one of the following who have been approved as Designated Safeguarding Leads for Father's House, Shaftesbury.

<b>Caroline Watkins</b>	Designated Safeguarding Lead for Father's House
<b>Andrew Baddeley</b>	Deputy Safeguarding Lead Children) & E-Safety
<b>Carolyn Powell</b>	Deputy Safeguarding Lead (Adults)
<b>Clare Williams</b>	Designated Safeguarding Lead for Little Acorns Pre-school