

2012 terms and conditions of booking

1. Payment

- Deposits are strictly non-refundable.
- You may make your payment by cash/cheque or credit/debit card.
- Cheques must be made payable to 'The Guide Association'.
- We are only able to accept unit cheques - personal cheques not accepted
- Receipt of deposit confirms the booking. All bookings are provisional until the deposit is received.
- Deposits must be received within four weeks of the provisional booking date.
- The full balance must be received no later than four weeks before the date of the event.
- If the full balance is not received four weeks before the date of the event, your booking will be cancelled.

2. Alteration or cancellation of bookings

- Provisional bookings will be held on our system for a maximum of four weeks from the date of enquiry.
- Provisional bookings may be cancelled at any time by the customer during the four-week period stated above by phone, email or letter.
- Any increase or decrease in group numbers should be made at least four weeks before your visit. We are happy to take an increase in numbers provided there is space in the centre.
- ICANDO will not be able to refund the deposit for a decrease in numbers.
- If you decide to cancel up to four weeks before the event, ICANDO will refund any balance paid. However, ICANDO will not be able to refund your deposit.
- Cancellations or alterations to numbers made less than four weeks before the event are not eligible for a refund. However, your booking may be carried over to a later date at the discretion of the ICANDO manager.
- If ICANDO is unable to honour a booking due to staff shortages, structural problems or other unforeseen events which would force the centre to close, every effort will be made to transfer the booking to an alternative date. If no alternative can be found, a full refund, including deposit, will be provided.

3. Damage

- Group leaders are responsible for the conduct of their groups while visiting ICANDO.
- All accidental damage must be reported to a member of ICANDO staff.
- Damage to any equipment, fixtures or fittings caused wilfully or through misuse or inadequate supervision will incur a repair charge to the group responsible.
- ICANDO reserves the right to refuse bookings from any group with outstanding charges for damage on their account.

4. General

- Please ensure that you have the correct ratios of adults to children when you visit us, and appropriate licences for overnight activities.
- ICANDO and Girlguiding UK accept no liability for injury to persons or loss or damage to property while on Girlguiding UK property.
- Whilst we will endeavour to do our best to keep our customers informed, ICANDO is not responsible for schedule changes made by external parties, for example, the Changing of the Guard, or other London events.

For queries regarding these terms, please contact the ICANDO manager on 0207 592 1739.