



# TERMS AND CONDITIONS OF BOOKING

## CORPORATE VOLUNTEERING

### CANCELLATION OF BOOKINGS & REFUND POLICY

If you need to cancel your volunteering event, we ask for as much notice as possible. The following cancellation fees will apply in the event of a cancellation:

**Cancellation notice of 14 days or more:** Refund of costs minus 10% non—refundable deposit.

**Cancellation with less than 7 days notice:** No refund.

If you cancel your booking and wish to reschedule, we will endeavour to work with you to find a new date, but please bear in mind that we have limited availability for Corporate Volunteering so we may not be able to find a workable date. Windmill Hill City Farm (WHCF) reserves the right to cancel any booking without notice where circumstances demand it. In the event of any booking being cancelled the booking costs will be fully refunded, but WHCF shall not be held liable or be required to pay compensation for any loss sustained as a result of the cancellation of the booking.

### ALCOHOL, ILLEGAL DRUGS AND SMOKING

People are not to enter any part of the Farm under the influence of illegal drugs or to consume them on site.

The city farm is a smoke-free environment, should visitors wish to smoke or use e-cigarettes we ask them to go off site. Smoking is not permitted inside any of the buildings.

### ANIMALS

People are **not** permitted to bring animals on site, with the exception of guide dogs. We ask that you do not feed any of the animals around the site unless accompanied by a member of staff and part of your event.

### REFRESHMENTS & CATERING

At WHCF, we have a popular on-site café, which is open to the public using the site and available to your team too. The café will be providing tea, coffee, and a selection of cakes throughout the day. Lunches are not included in the cost of your event.

If you wish to order lunch from our café at WHCF please request and complete a catering menu booking form in advance of your event. We ask that you do not use external catering services to bring food onto the site.

### EQUAL OPPORTUNITIES

Any company booking an event at the farm must ensure that the nature of the booking does not contravene the Farm's Equal Opportunities policy. You are expected to abide by that policy unless you can show you have your own Equal Opportunity Policy, the terms of which must not contradict the terms in WHCF's policy. A copy of WHCF's policy is on the website and available on request.

### RESPONSIBLE PERSON

The booking company shall ensure that there is a named responsible person (over 18 years old) present for the duration of the event. He or she will be responsible for the supervision of the group, the behaviour of persons using the premises, car parking and time management and for ensuring all persons are adhering to health and safety guidance provided by Farm staff.



## **HEALTH AND SAFETY REQUIREMENTS**

Any company booking an event will not do anything that may endanger the users of its sites, any buildings, or its contents. The responsible person will be made aware of the procedure in the event of a fire and the location of the fire exits, which should remain clear at all times. No naked flame may be used except when monitored by a fire marshal employed by the Farm and at their discretion. If any first aid is required, the company booking an event should liaise with the staff member on duty.

All equipment required for your event, will be provided by WHCF. Any equipment brought onto the premises by the booking company, must comply with the Electricity at Work Regulations 1989, and any subsequent regulations. Any equipment brought onto site, must be agreed in advance by the Site Manager as part of the booking agreement.

The group organiser for the event, should take responsibility in advance of the event, for compiling a list of emergency contacts for every individual who will be attending from their organisation and for identifying any health issues that may be relevant for all members of your group (including pregnancy). Please bring them with you so that in the unlikely event of an incident occurring we can act quickly and communicate any relevant underlying health concerns to health professionals and contact family members etc. Health issues include allergies, which should be brought to the attention of the event facilitator. For GDPR reasons, we do not require a copy of the contact details, but it is important that the group organiser does have access to them.

## **INSURANCE**

WHCF's interests in respect of its premises are covered by Public Liability Insurance. The booking company shall be responsible for arranging their own insurance, if necessary, to cover all those persons attending the event, their possessions, equipment and any equipment brought onto the site. We may request a copy of your insurance document.

## **SAFEGUARDING**

If the booking company are bringing vulnerable adults onto the premises the booking company must show they have a Safeguarding policy in place. If the booking company does not have one, they must sign up to WHCF's policy, a copy of which is on the website and available on request.

## **PAYMENTS**

For all corporate volunteering and team building events, we require full payment for the booking, in advance. If the booking is cancelled, we refund according to our cancellation terms (see above). To secure your event booking, payment of full costs is required in advance, to enable planning and purchasing of any materials and will include a non-refundable deposit of 10% of the overall cost.

Once we've settled on a date and received your booking details form we will provide you with an invoice for the cost of the event. If you use a Purchase Order system, please provide your PO number in your booking form.

Payment within 14 days of the date of invoice is required to confirm your booking.

Payment should be made via BACs payment into the farm's Co-operative bank account (a/c no: 50231146; s/c: 08-90-02), putting your company name in the description.