



Care Ashore

Room and Event Booking policy and Procedures

Version 1 created	November 2019
Implemented	November 2019
Review Date	November 2021
All policies and procedures location	Staff office at Care Ashore
Date Published on Care Ashore website	



Objects of the charity

Are, for the public benefit, to provide exclusively charitable support services and grants to:

- Those men and women who are or have been seafarers, and their dependents, who need assistance by the provision of accommodation, financial allowances or grants and in other such ways as the board think fit.
- Those men and women who are or have been seafarers and who are sick, disabled, aged or infirm or those who require rest or convalescence by the provision and maintenance of a convalescent home or rest home or in other ways as the board think fit.
- To extend its services to those persons having an appropriate connection with the sea as the board think fit, that includes potential visitors and their families to Care Ashore.

Aims:

This policy sets out an order of precedence for those wishing to book meeting rooms or events on Care Ashore premises.

Purpose:

Trustees and Management take priority over room bookings if needed for charity business.

This policy applies to all staff taking bookings and for customers wishing to book rooms or events.

Care Ashore staff will use this approach to facilitate bookings; all bookings must be forwarded to the General Manager for final agreement and risk assessing.

Duties and responsibilities:

- **Requester** – anyone making a request for an event space, guest or meeting room is responsible for ensuring that their request is responded to and for confirmed bookings, that they have made all other arrangements with the office administrator such as catering requirements, room layout etc
- **Office Administrator**- manages the bookings process and ensures that this procedure is followed.
- **Estates Manager and team** –will facilitate the requester and the office team in the preparation of events and meetings.



- **General Manager** – will ensure any strategic issues are addressed by the management team and Trustees if necessary.

Bookings and Payments

- **Guest rooms** – may be booked in advance, full payment must be taken at the time of booking.
- **Meeting Rooms** – may be booked in Advance, full payment must be taken at the time of booking.
- **Studio Space (Gym, other communal spaces)** – may be booked in advance, full payment must be taken at the time of booking.
- **Camping** – may be booked in advance, full payment must be taken at the time of booking. (see further information and separate booking form below)
- **Social Room (bar) for Events** – Must be booked in advance, 50% deposit will be required at the time of booking, as soon as numbers are confirmed full payment must be taken and the account settled no later than 4 weeks in advance of the event date.
- **Gardens, Marque, Fishing Lake, fields and other outdoor areas** – Must be booked in Advance and 50% deposit will be required at the time of booking. As soon as numbers are confirmed full payment must be taken and the account settled no later than 4 weeks in advance of the event date.

General Bookings- these can be made at any time subject to availability, though bookings may be changes or cancelled as required according to the needs of the charity. Full payment must be taken at the time of booking if less than 4 weeks before the event.

Camping

1. If arriving outside office hours (Mon – Fri 9.00 – 5.30pm) report your arrival by telephoning 01403 752555. If you have not booked in advance you must confirm availability prior to camping to avoid disappointment.
2. Check in time from 2.00pm on day of arrival; please check out by 10.00am on day of departure.
3. Please ensure your units and vehicles are within in the allocated areas 1 – 10
4. If having electricity, only use the numbered socket allocated to your area.
5. Showers and toilets are provided for you to use.
6. Please keep the showers and toilets clean, please report any problems immediately.



7. Water, plus waste disposal points are located behind the shower and toilet block; please do not cross contaminate the hoses.
8. All dogs are to be kept on a lead and their mess picked up and bagged.
9. Keep a noise to a minimum, respect your fellow campers and the local residents.
10. Children are the responsibility of their parents/guardian and should be supervised at all times. They must not enter any farm buildings.
11. Do not enter any areas without first confirming you are allowed. There are areas of the woodland and gardens you may enter, but respect the local resident's privacy.

We trust that you have a pleasant stay – if you have any problems do not hesitate to contact the Office/Duty Officer on 01403 752555. For medical emergencies the local doctor can be contacted on 01403 752246 or dial 999. First Aid Kits are available from the Office/Duty Officer.

Confirmation

All bookings are considered as provisional until the booking is confirmed by email. The booking email will act as a contract between Care Ashore and the client. Final set up, times, numbers, menus and special requirements must be confirmed at least 14 days prior to the event.

Amendments or Cancellations by the requester

In the unfortunate circumstance that you have to cancel, postpone or amend your confirmed booking please ensure you give at least;

- four weeks' notice in writing for a full refund
- two weeks' notice in writing for 50% refund
- and if less than two week's notice is given for cancellation or postponement then the full charge of the booking will be incurred. This may also include any food ordered. Should the client make significant changes to the programme or the expected number of guests, this may result in amendments in the applicable rates and/or facilities offered by Care Ashore.

Amendments or Cancellations by Care Ashore

Should Care Ashore for reasons beyond its control need to make any amendments to your booking we reserve the right to offer you an alternative choice of facilities.



Care Ashore may cancel the booking:

1. If the organisation booking does not fall within the criteria described under this policy.
2. If the requester is in arrears of previous payments.
3. If the requester has failed to adhere to the terms and conditions outlined in this policy.

Car Parking

Off street car parking is available in front of the main building. Further spaces are available near to the building. Visitors are asked not to park in areas reserved by the residents.

Other Information

- Under fire regulations all fire doors must remain closed at all times.
 - In order to book a room you will have to provide the following information:
1. The email/contact details of the person responsible at Care Ashore on the day of the event (events lead/speaker/trainer/facilitator).
 2. Date and time of event.
 3. Number of attendees/guests
 4. Equipment requirements (equipment needs to be pre-booked in order to ensure availability).
 5. Catering requirements.
 6. Tea/coffee requirements.
 7. Set up of room/space requirements

The capacity of rooms/space may vary according to room/space set up, therefore this should be agreed at time of booking.

Minimum numbers may apply to some room bookings; this will be outlined at the time of booking. Depending on the time of year and demand on rooms/space Care Ashore reserve the right to amend the booking to a more appropriate sized room/space to meet room/space booking demand.

Prior to the event, requesters are welcome to call to the premises to familiarise themselves with room/space layout or discuss any additional requirements with Care Ashore staff.



Methods of Payment

- Card payments can be taken over the phone
- Cheques made payable to **Care Ashore**
- **BACS** (Nat west) Sort Code: 60-06-19
Account No: 61983225

Cash may only be used when on site.

Review

This policy will be reviewed every 2 years or as and when there are changes in legislation relating to Room Search procedures of residents at Care Ashore.

All current management, including trustees and staff have read and understood the contents of this policy and all new staff will be required to read and sign this policy during their induction to Care Ashore.



BOOKING FORM – EVENTS

Please complete this form and return it as early as possible, ideally 3 months in advance of the event. Completed forms to be returned to:

Care Ashore
Main House
Springbok Estate
Alfold
Surrey
GU6 8EX

Email: info@careashore.org

Name of Requester:	Mr / Mrs / Miss / Ms	First Name:	Surname:	
Name of Requester/Organisation:				
Name/Type of Event:				
Contact Address:				
E-mail address:				
Tel. No's:	Daytime:	Mobile:		
Booking Day and Date(s):		Event Open to the Public: Access to Site Required:	From: am am	To: pm pm
Proposed Venue:				
Details of Event: (please specify all components, stalls, games, dog shows, weddings, birthdays etc)				
Please state whether the event will involve any music and/or dancing and if Yes – the type and duration:			Yes / No	
Will Karaoke form part of the event:			Yes / No	



If a fundraising event, who will the funds be donated to Name of Charity and Registered Charity number: Would you consider donating to Care Ashore?		Yes/No	
Are you seeking a free use or a reduced charge in relation of the site?		Yes / No	
Please state the reason you are seeking a reduced price or free use:			
Will you charge an admission fee:	Yes / No	If yes: Adults £_____ Concessions £_____	
If you have any other requirements, such as access to toilets, water, the bar etc please give full details including quantities:			
Expected Attendance (approx):		Last year's attendance (if applicable):	
Will food & drink be sold at the event:	Yes / No	Type:	
Will Catering be required?	Yes/No		
Will full use of the bar facilities be required?	Yes/No		
Will additional portable toilets be required?	Yes/No		
You are required to remove all refuse and leave the site as you found it; will additional bins/skip be required?	Yes/No		
Will additional (SIA Licensed) security be required?	Yes/No		
Name of person responsible for Health & Safety: (<i>This must <u>not</u> be the main event organiser</i>)			



By completing and returning this form I agree on my behalf and/or on behalf of the organisation above to comply and with and be bound by the Room and Events booking policy.

A full quote will be issued upon receipt of this booking form and will be valid for one month.

Final Invoice (for extras) will be issued 7 days following the event. Payment must be made within 14 days.



SPRINGBOK CARAVAN & CAMPING PARK BOOKING FORM

Requester Details	
Name	
Address	
Postcode	
Email	
Mobile number	
Other number	
Car Details	
Make/Model	
Registration number	
Booking details	
Arrival date	
Departure date	
Number of nights	
Number of people in your party	
Number of adults	
Number of children (under 15)	
Are you a member of a caravan club, if so which one?	
Member ship Number	
Electric hook up required (Yes/No)	
Rallies ONLY	
Rally Organiser Name	
Mobile Number	



Camping Tariff per unit per night as follows: -

- Individual Units £ 18 including vat per day
- Service Site Fee per day £5 including vat per day
- (Available to Caravan & Camping Club members only)
- Social Club Membership £1 per person per visit
- Rallies of 10 units or more £ 13 including vat per day
- Skittle Alley available £12 per person including bar meal
- Group Social Club Membership £5 per rally (or £7.50 per individual member)
- Fishing available at £9.50 per rod per day, second rod £5.50
- (Concessions (U16 & 65 years +) £6.00 per rod per day, second rod £3.30
- No night fishing permitted
- Sunday lunch can be booked 24 hours in advance -£10.00 inc vat per camper
- All children must be supervised at all times by a responsible adult, due to open access to our fishing lake and ponds.
- N.B. Dogs to be kept on a lead at all times
- Any damage to Care Ashore property will be charged.
- Anti-social behaviour or the use of illegal substances will not be tolerated and patrons will be asked to leave.

Please send completed form with full payment to the above address. A stamped addressed envelope would be appreciated for your receipt. Please make cheques payable to CARE ASHORE. Please note we cannot reserve a pitch if we do not receive a completed form and full payment. For further information please call 01403 759630.

Springbok Caravan Park, Springbok Estate, Alfold, Surrey GU6 8EX



Guest Room Booking form

Requester Details			
Name			
Address			
Postcode			
Email			
Mobile number			
Other number			
Car Details			
Make/Model			
Registration number			
Booking details			
Arrival date			
Departure date			
Number of nights			
Number of people in your party			
Number of adults			
Number of children (under 15)			
Rooms required	Single	Twin/Double	Family (Additional person)
Room Only	£40.00 (£35 c)	£60.00 (£55c)	£70.00 (£65c)
Bed and Breakfast	£52.00 (£41 c)	£83.00 (£63c)	£112.00 (£86c)
Half Board	£63.00 (£47c)	£98.00 (£64c)	£134.00 (£94c)
Full Board	£70.00 (£52c)	£108.00 (£76c)	£150.00 (£111 c)

* Contact us for short break special offers, 3 day, 4 day and 7 day.

* (c) –Seafarer rate (current or retired)

* Rooms 1- 4 are pet friendly, please bring coverings for the furniture and clean up after your pet in the grounds. £10 per night surcharge for pets.



Fishing

Our well stocked fishing lake offers a varied species of fish, these include Ghost, Common & Leather Carp up to 16lb+, Crucian, Roach, Rudd, Perch and Tench. The quality and condition of all fish is of a high standard and offers good sport to all levels of anglers.

There is easy access to all swims which all have good sized platforms to fish from. There is plenty of car parking within 150 metres of the lake and toilets are located a little further away.

Day Tickets Prices

Adults £9.50 one rod , £15.00 for two

Under 16's & Over 65 years £6.00 one rod, £9.30 for two

Annual Permits 1st April – 31st March – Adults £42.00

Concessions (over 12yrs up to 18yrs and Over 65yrs £21.00

Under 12 £10 Students £26.00 (with proof of student card)

Family Ticket (2 adults up to 4 children) £60

Please note that fishing can sometimes prove very active and only those very experienced anglers should consider using 2 rods.

Though under 16 year old anglers are welcome, for health & safety reasons we do ask that they are accompanied by a responsible person aged over 18 years of age.

For more information visit www.careashore.org