



INCLUSION CONFERENCE CENTRE TERMS AND CONDITIONS OF HIRE

These terms and conditions apply to all bookings and use of the Inclusion Conference Centre and associated areas at Highlands Farm. By making or proceeding with a booking, the hirer agrees to comply with these terms and to ensure that all guests, delegates, contractors and visitors attending as part of the booking are made aware of any requirements relevant to them.

1. Canterbury Oast Trust accepts no liability for any loss of, or damage to, property belonging to you or to any third parties contracted or invited by you. Vehicles are parked at the owners' own risk.

2. Smoking, including the use of e-cigarettes, is not permitted in any buildings at our venues. You and your guests must not bring any harmful, inflammable, illegal or otherwise objectionable substances onto the premises.

3. You shall be responsible for any damage caused to the venue, including both buildings and external areas, by you or your guests. This responsibility includes, but is not limited to, any breakages of equipment, fixtures, fittings, crockery, glassware, cups, plates, audio-visual equipment or any other items provided for use as part of the booking. You shall pay Canterbury Oast Trust, on demand, the amount required to repair, replace, make good or otherwise remedy any such damage or breakage.

4. Canterbury Oast Trust reserves the right to cancel or decline a booking in the following circumstances:

- where part of the venue or site is closed due to circumstances beyond our control;
- where Canterbury Oast Trust reasonably considers that the booking may damage its reputation;
- where Canterbury Oast Trust reasonably considers that the booking may cause damage to the venue, site or grounds.

5. Only food and drink purchased on the premises may be consumed by you, your guests or delegates within the venue, unless prior written arrangements have been agreed. Birthday cakes provided as part of a birthday party booking are exempt from this requirement.

6. Alcohol may not be brought onto, sold, supplied or consumed on site unless prior written permission has been obtained from Canterbury Oast Trust and any applicable licensing requirements have been fully complied with.



7. Where permission is granted for alcohol to be brought onto, sold, supplied or consumed on site, a deposit may be required by Canterbury Oast Trust prior to the booking. The deposit may be retained in full or in part to cover any additional cleaning, damage, breakages, licensing breaches or other costs arising from the alcohol use.
8. Inappropriate or excessive noise and behaviour are not permitted, as they may disturb other site users, residents and wildlife. Visitors are asked to respect that Highlands Farm is also home to residents.
9. Canterbury Oast Trust is committed to ensuring that all visitors are appropriately supported. It is the hirer's responsibility to notify Canterbury Oast Trust staff of any medical, access, dietary or other requirements, including parking requirements, that may be relevant to the visit or required in the event of an emergency. Personal information will be used only in connection with the booking and will not be shared except where necessary in an emergency, for example with the police or paramedics.
10. All children must be supervised by an appropriate adult at all times.
11. Verbal or physical abuse of Canterbury Oast Trust staff or volunteers will not be tolerated under any circumstances.
12. The hirer, guests, delegates, contractors and visitors must participate in and follow any health and safety, compliance or emergency procedures as reasonably required by Canterbury Oast Trust staff.
13. No unauthorised animals are permitted in the Inclusion Conference Centre.

BOOKING, CANCELLATION AND REFUNDS

14. No booking shall be deemed accepted unless confirmed in writing by Canterbury Oast Trust, including confirmation issued by email.
15. You may cancel your booking up to 28 days before the activity date and receive a full refund, less any cancellation charges incurred. No refund will be issued for bookings due to take place within 28 days of the date of cancellation.
16. Payments made by debit or credit card will be refunded to the same card or, where the card has subsequently expired, by cheque.
17. In the event that Canterbury Oast Trust cancels a booking, a full refund will be provided.



18. Bookings may be amended in accordance with the information displayed on the booking web pages and no later than 7 days before the date of booking. Canterbury Oast Trust staff will endeavour to accommodate requests for late changes; however, such changes cannot be guaranteed and additional charges may apply.

No verbal agreement shall override these terms and conditions.