

Booking Conditions

September 2026 - August 2027



1. On receipt of your completed Confirmation of Booking form (please note return by date given), a non-refundable 20% deposit based on your estimated numbers is due. Bookings are provisional until the deposit is paid and Sayers Croft reserves the right to offer provisional bookings to other interested groups. The deposit is fully redeemable against the balance payable after the trip, but please see point 2 below.
2. To ensure that (a) we can cater efficiently, (b) all groups fit their allotted accommodation, and (c) activity programmes are properly staffed, **we must have confirmation of your final numbers and dietary requirements a minimum of four weeks prior to your arrival date.** This is to be done by the completion and return of forms issued by us. **Any reduction in numbers or cancellations not notified by this point will be chargeable in full.** Sayers Croft will not accept any liability to make good any loss or to compensate any group for loss resulting from the cancellation of a booking, unfilled places or absences.
3. Our rates are based on minimum occupancy levels of 24 paying visitors (inc. paying staff) in any large dormitory and 12 in Bramley. Under-occupied dormitories attract an additional per head charge – see below.
4. You may increase your group numbers up to the capacity of your allocated dormitory(ies). The group size will determine how many instructor sessions your group will be entitled to. Please discuss with your instructor or the office.
5. Sayers Croft reserves the right to change the dormitory(ies) allocated to any group, so that all groups can be accommodated efficiently.
6. Groups must bring sufficient leaders/staff for to provide day and night supervision for each dormitory, including during activities led by our instructors, and allowing for possible emergencies. We recommend a minimum of 1:10 for Year 4 pupils and older, and 1:8 for Year 3 pupils and younger.
7. Groups have a free leader place allocation of 1 in 10 (or part of 10) with a minimum of 8 paying visitors. Groups of Year 3 pupils and younger have a free leader place allocation of 1 in 8 (or part of 8). Leader places in excess of these ratios attract an additional charge – see below.
8. Leaders are accommodated in single and twin rooms within the groups' allocated dormitories. A small number of additional adult bedrooms are available for an extra charge – see below.
9. Group leaders are responsible for the good conduct and discipline of all members of their party throughout their stay at the Centre (ref. Code of Conduct on website). Should loss or damage occur that is attributable to the party, the group will be required to meet the cost of replacing or making good the damage – see below.
10. Group leaders are responsible for ensuring that all visitors (adults and children) are in good health and able to participate in their programmed activities. There are inherent risks in adventure activities; Sayers Croft will minimise these risks as far as practically possible.
11. All groups must vacate accommodation by the agreed times. Accommodation will be left in a reasonable condition (e.g. no litter, duvets folded, all personal belongings removed). Extra cleaning required will attract an additional charge – see below.
12. The Centre Manager or their representative may require any person or persons not observing the rules or creating a nuisance to leave the Centre without notice or refund of money.
13. Domestic pets, non-prescription drugs and weapons are strictly forbidden.
14. Payment in full must be received within 30 working days of group departure.
15. The signing of the booking form signifies total willingness to comply with all regulations and guidance set down by Sayers Croft.

Sayers Croft Field Centre, Cranleigh Road, Ewhurst, Surrey, GU6 7SS

Tel: 01483 275541 | info@sayers-croft.org.uk | <https://active.westminster.gov.uk/sayers-croft/>

ADDITIONAL CHARGES:

Please read the Booking Conditions carefully, especially those relating to minimum numbers and cancellation charges.

- i Under-occupied dormitories attract the following additional per head charges. Please note that a cap applies; an under-occupied dormitory will pay no more than for the equivalent of 24 (or 12) places.

Large dormitories:

Numbers	Charge per head/week	Charge per head / half week or weekend
8-16	£19	£14
17-23	£12.50	£8

Bramley dormitory:

Numbers	Charge per head/week	Charge per head / half week or weekend
11 or less	£19	£14

- ii Leaders/staff in excess of the ratios at Point 7 are charged at the same price as pupils, except if accompanying a child with an EHCP or a special needs group, when they are charged half price.
- iii A small number of additional adult bedrooms are available at £11pp/night.
- iv An extra bed linen charge of £4pp applies to staff changeovers during your stay.
- v Extra meals are charged at £7 each.
- vi BBQ charcoal, firelighters and burgers may be purchased separately, with notice.
- vii Extra cleaning – if we need to undertake extra cleaning, this will be charged at £17.50/hr weekdays, £20/hr weekends.
- viii The cost of making good any loss or damage to equipment, fabric or furnishings: e.g. graffiti £25, chewing gum £12, windows £70, keys £85.
- ix A charge of £95 will be applied if the fire alarm is set off through smoking, hoaxing, aerosols, toasters or other inappropriate electrical items.

OTHER INFORMATION:

- Messages for staff can be left with the Centre office between 9am and 5pm. A phone number will be given for emergencies outside of this time.
- Parental contact should be through the group, not direct with the Centre.
- Incoming post must have the group name clearly marked.
- Mobile phone coverage in this area is patchy; EE and O2 are best.
- Your attention is drawn to the Code of Conduct, risk assessments and safety guidance on the Resources page of our website (password: Rob1n2017!). To ensure we meet your requirements, we encourage all group leaders to visit the Centre in advance to plan your programme with a Sayers Croft instructor.

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