



Policy for deposit, payment and cancellation (effective for bookings with an arrival date on/after 1 September 2008)

Deposit and payment

For bookings of less than £5000 (and schools using a Loft-led programme)

- DEPOSIT:
Payment of the required deposit will confirm your booking
 - residential booking: £150 per night;
 - day bookings: £100
- PAYMENT:
Non Diocesan organisations must pay in full four weeks before arrival at SPEC. Schools and parishes of Westminster Diocese will be sent invoices after their visit which must be paid within 7 days.

For bookings over £5000

- DEPOSIT:
Payment of the required deposit will confirm your booking
£300 per night (£400 per night if booking two buildings; £600 per night for 3 buildings)
- PAYMENT:
40% of final payment to reach SPEC 2 months before arrival.
Balance of payment required 4 weeks before arrival with final numbers.

The deposit will be returned provided the building(s) are left clean and tidy with beds remade where requested

Cancellation

Should you need to cancel your confirmed booking the following cancellation fees apply:

Group cancellation

Provisional booking		no charge
Confirmed booking	up to 2 months before booked date	35% of the due fees
	Between 2 month and 4 weeks of the booked date	60% of the due fees
	Within 4 weeks of the booked date	100% of the due fees

The cancellation fee will be calculated using the following formula:

Number of guests given on booking form (or final number if given to SPEC in writing)	X	fee per individual	X	cancellation rate
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Cancellation by individuals

- You must inform us four weeks before arrival of the 'final numbers' of guests that you will be bringing.
- If within the four weeks before arrival any *individuals* cancel, a charge of 60% of fee due will be made per individual cancelled.
- Any 'no shows' on arrival will be charged for at 100%.
- If final numbers have not been given within four weeks of the booked date, the number given on your booking form (or the latest amended number) will be used to calculate your invoice.

Please note

Cancellation must be made in writing (by post, fax or email) to Booking Administrator, SPEC. The date of the cancellation will be taken as the day we receive your notification, not the date it is sent.

Minimum numbers applies to all bookings and you will be charged for the minimum number even if fewer guests come.