



## Information Pack, Terms and Conditions of Use and Booking Form 2017

### About Us

Woodcroft Christian Centre is owned by a Trust of Evangelical Men and Women from a variety of local churches. We represent the whole church as an Interdenominational Christian Centre. Our ethos as a trust is to provide affordable Self-Catering Accommodation, enabling you to share the gospel with your young people. We Welcome Christian groups from Churches, University's/Colleges and other Christian Organisations.

### Location

Nestled on a high ridge between the Wye Valley and the Severn Estuary, Woodcroft Christian Centre is the ideal venue for your church youth retreat.

We are two miles from the town of Chepstow and just four miles from the M48 and Severn Bridge, making it within easy travelling distance from Cheltenham/Gloucester, Bristol/Bath and Newport/Cardiff. The Centre is located within the small village of Woodcroft, and as such is suitable for groups which are well organised and well led; we do expect a **Decent Standard of Behaviour!**

Being within comfortable reach of the Wye Valley and Forest of Dean makes Woodcroft Christian Centre the perfect setting whether you are seeking a quiet reflective time or a base for a more outward bound programme.

### Accommodation

Woodcroft Christian Centre has three Chalet style blocks, a Leaders chalet, Girl's chalet and a Boy's chalet, providing a total of 64 bed spaces. The Girls and Boys Chalets both have 25 beds (12 bunk Beds & 1 Bed settee) split over 4 rooms. Each Chalet has two washrooms with electric showers along with hand basins and toilet areas.

The upstairs of the Leaders Chalet consists of three 4 bedded rooms. (Two rooms have 2x bunk beds & one room has 1x bunk bed and 2x single beds). There is also a Male and a Female Washroom each with 2 electric showers, hand basins and toilets. Downstairs in the Leaders Chalet we have 1 en-suite room which can sleep two people (1x bunk bed). Tea and coffee facilities are also available in the Leaders Chalet.

All of our Bunk beds are made of solid wood and have a sprung mattress; each bed has one pillow provided.

All bedrooms look out over the Centres grounds, and the upstairs bedrooms have fantastic views of the Severn Estuary and Severn Bridge.

Travel cots are available for families with infants.

**PLEASE NOTE** Bedding is not provided so please ensure that each member of your group knows that they need to **bring their own Sleeping bag or Bedding.**

## Kitchen/Dining Room

We are an Entirely Self-Catering Centre. The kitchen is split into three areas, cooking/serving area, food preparation/storage area, and a separate Washing up Room. We offer a Commercial 6 ring Gas oven, Large Gas griddle, Commercial extraction unit, a commercial microwave, water boiler and a Baines Marie all situated in our cooking/serving area. In the food preparation area we have a Commercial 600 litre Fridge and matching Freezer, wire racking for storage, salad preparation table and hand basin/Sink. Both areas also have ample stainless steel worktables and we also provide plenty of cooking utensils/pots and pans/ and baking trays. Our washing up room can be accessed either through the kitchen or through the dining room. It hosts a Commercial dishwasher with an adjoining sink for pre rinsing; there is also a separate double sink and draining board for washing larger pots and pans. Wire racks with more than enough crockery and cutlery are also housed in this room. Food can be served through a hatch in the kitchen area into our large dining room, where you can easily sit 65 people. The Dining Room has access to both the kitchen areas and to the washing up room, and also leads out onto a Patio and BBQ Area where you can enjoy some alfresco dining. Asda, Sainsburys and Tesco will all deliver your shopping to the centre if needed and the town of Chepstow (2 miles away) has both a Marks and Spencer's Foodhall and a Large Tesco.

## Facilities

Woodcroft Christian Centre is set around a Memorial Temperance Hall built in 1887, this building was original built as part of the temperance movement hence our **Strict No Alcohol** policy which is a requirement of the original trust deed attached to the site. Upstairs this building boasts a large indoor sports hall great for playing indoor football, uni hock and Volleyball etc. We have a wide variety of sports equipment for use during your stay. This room can also be used as a large meeting Room (120 Chairs) there is a stage area at the one end ideal for bands or small performances, there is also a large fitted projector screen; an LCD projector can also be made available if needed. Downstairs we have a lounge room fitted with Sofas and a TV/DVD, making it a perfect place for more cosy meetings, small groups, or just a chill out zone. Across the entrance hall there is a Coffee Bar/Tuck shop area with free use of a pool table and darts board, chocolate, sweets and soft drinks are available for sale and the key is held by the Group leader for use as and when required. Backing onto the bar is a small kitchen which lends itself for the preparation of teas and coffees. A laundry room can be found here also with a washing machine, tumble drier (small charge), iron/ironing board, dehumidifier and two ceiling airer's perfect for drying swimwear or wet clothes following a day out.

A smaller Conference / Meeting room is located in the downstairs of the leader's chalet; this sits 36 comfortably and also lends its self to be used as a leaders/team preparation room. Outside we have 4 acres of grounds and woodlands for you to explore, with plenty of space for ball games, group activities or wide games. In the lower part of our ground is a small open air chapel area great for small group reflections or larger teaching sessions. Set in the front paddock is a dedicated Bonfire area for those summer night camp fires when the British weather will allow.

## Residential Accommodation Hire

**Weekends and School Holidays** – It is our aim at Woodcroft Christian Centre to keep the cost of using the facilities as low as possible, to maintain our low price per person per night we have a minimum charge of 30 people per night

**£14 per person per night**  
Minimum Charge - **£420** per night

**Midweek** – The centre can be made available for residential bookings during term time Minimum charge and facilities offered are negotiable, making it ideal for your church leadership team/ladies/men's mid-week retreat

**£14 per person per night**  
Minimum Charge - **negotiable**

**Winter offer** – During the Months of December and January we are able to offer the centre to smaller groups at a reduced minimum charge of 20 people per night, groups will be offered any 2 of our 3 residential units along with all other facilities (School holidays excluded)

**£14 per person per night**  
Minimum Charge - **£280** per night

**Day Visitors**

**£5 per person per day**

## Non-Residential Hire

During our quieter times non-residential facilities may be available to hire separately

**Conference Room** – Our Conference room can sit up to 36 and comes with a projector screen, lectern and LCD projector should it be required, chairs can be cleared and tables provided for a small 'meeting' style format if needed. Tea/Coffee making facilities are also available.

**£45 Full Day Hire**  
**£25 Half Day Hire**  
**£8 Hourly Rate**

**Main Building** – We offer the Main Building as a whole to hire. This includes access to the top hall which can be used as a sports hall or can sit 96 for as a meeting room along with the lounge area, coffee bar and small kitchen. As with the conference room, this facility comes with a projector screen, lectern and LCD projector should it be required, along with TV and DVD in the lounge.

**£65 Full Day Hire**  
**£35 Half Day Hire**  
**£10 Hourly Rate**

**Dining Room and Kitchen** – The Dining room has Tables and Chairs to sit a total of 60 people, you would also have full use of the Kitchen and washing up facilities linked to this room as described earlier.

**£65 Full Day Hire**  
**£35 Half Day Hire**  
**£10 Hourly Rate**

## How to book

1. Contact us on (01291) 624114 or [office@woodcroft-online.org.uk](mailto:office@woodcroft-online.org.uk) to check availability.
2. Once we have agreed dates we will make a provisional booking for your group
3. To secure your booking please return your completed booking form with the appropriate deposit of **£150** (weekends) or **£400** (weeks) within 21 days of making your reservation  
Please note booking without a deposit does NOT guarantee your dates

# Terms and Conditions of Use

## 1. Bookings

Provisional Bookings can be made by telephone or email. Due to high demand, reservations must be confirmed with a completed booking form and non-refundable deposit, **within 21 days** of the initial enquiry. After this, the dates will be made available to another group without further notice.

## 2. Confirmation of Bookings

Following receipt of your completed booking form and deposit, your booking will be confirmed in writing by our centre managers.

## 3. Payments

Final payments are to be made on or before the last day of your groups visit. (Cheques made payable to Woodcroft Christian Centre) for other payment options please contact office.

## 4. Cancellations

We regret that in the event of cancellation for whatever reason the deposit is non-refundable.

**Any Cancellation must be made in writing to Woodcroft Christian Centre**, and will be subject our **Cancellation Charges** as below:-

8 months prior to arrival date	20% of Minimum Charge
7 months prior to arrival date	30% of Minimum Charge
6 months prior to arrival date	40% of Minimum Charge
5 months prior to arrival date	50% of Minimum Charge
4 months prior to arrival date	60% of Minimum Charge
3 months prior to arrival date	70% of Minimum Charge
2 months prior to arrival date	80% of Minimum Charge
1 months prior to arrival date	100% of Minimum Charge

## 5. Minimum Charges

Our aim at Woodcroft Christian Centre is to keep the cost of using the facilities as low as possible, to maintain our low price per person per night we must apply a Minimum Charge to all bookings, these are as follows:-

Weekends and School Holidays, 30 people per night thus **£420 per night**

Winter Weekends (December/January excluding school holidays), 20 people per night thus **£280 per night**

Mid-week Term Time, **negotiable**.

## 6. Accommodation Plan

Groups are responsible for the allocation of beds within the accommodation they have booked. To help us best accommodate your group we request that a completed floor plan is returned no later than **7 Days** prior to arrival.

## 7. Arrivals and Departure Times

**Groups staying for Weekends-** Can arrive from 4pm on the Friday and depart by 4pm on the Sunday (unless otherwise agreed with the manager)

**Groups staying for Full Weeks-** Can arrive from 4pm on the Saturday and depart the site no later than 12pm the following Saturday (unless otherwise agreed with the manager). We also ask that all sleeping accommodation is vacated by 9.30am.

**Groups staying Mid Weeks-** Can arrive from 10am on the First day and depart the site no later than 12pm on the last day (unless otherwise agreed with the manager). We also ask that all sleeping accommodation is vacated by 9.30am.

## 8. Day Visitors

Day visitors are welcome to join residential groups and will be charged at the current day visitor rate on the final invoice.

## 9. Liability and Insurance

a. Whilst using Woodcroft Christian Centre the group leader visiting the centre accepts full responsibility for the members of their group.

b. It is recommended that groups consider taking out insurance to cover cancellation and organisers liability. Group insurance is available from A T Bell Insurance Brokers Ltd on 0208 6517420 or at [www.accessunderwriting.co.uk/travel](http://www.accessunderwriting.co.uk/travel) or you can use you own broker.

c. Woodcroft Christian Centre trustees and staff cannot be held liable for any personal injury sustained by the actions of another person, or for the loss of any persons property or damage to any vehicle brought on to the Woodcroft Christian Centre Site.

d. We have Public Liability Insurance cover up to £5 million.

## 10. Alcohol

The Hall and grounds at Woodcroft Christian Centre where inherited from the Memorial Temperance Hall Trust and therefore it is a requirement of our trust deed that **The Consumption of Alcohol Anywhere in the Grounds or Buildings is Strictly Prohibited.**

## Terms and Conditions of Use continued

### 11. Noise

Please respect our neighbours and avoid all unnecessary noise. Due to the close proximity of some of our neighbours we require respectful quiet on site during the period from 10.30pm -7.30am with all young people in their chalets (doors closed) **NO LATER than 11.00pm** this may preclude certain groups, but is a standard we need to maintain, given our location in the village. The group leaders will be required to sign and adhere to our noise management policy during their stay

### 12. Damage

You must report, and will be required to pay for any loss or damage to Woodcroft Christian Centre equipment and/or property caused by members of your group.

### 13. Fire

The group leader will be required to read and sign a copy of our Fire Emergency Plan at the start of your stay, this clearly highlights all roles and responsibilities in the event of a fire.

### 14. Smoking

Smoking is not allowed in any of the centre buildings, it is also prohibited in and around other areas of the site including anywhere near the Gas and Oil supplies as well as within our woodland.

### 15. First Aid

First aid kits can be found below the bar in the Tuck shop room and under the sink in the food Preparation area of the dining room, it is recommended that all groups have at least one designated and suitably qualified first aider on their team.

### 18. Accidents

All accidents must be reported to the centre manager at the time and be entered into the accident book, which is located in the tuck shop

### 17. Child Protection

Leaders of groups using Woodcroft Christian Centre have responsibility for ensuring that an adequate safeguarding policy is in place for their group.

You are responsible for any safeguarding issues within your group along with the behaviour and safety of your group at all times.

### 18. Rubbish and Recycling

All groups are expected to comply with the centre's Waste Management and Recycling Policy, any rubbish which cannot be recycled should be bagged up and placed in the rubbish shed adjacent to the rear door of the main building.

### 19. Cleaning/Clearing up

**General Tidiness is Expected** throughout the duration of your stay including being litter conscious in all the building and grounds as well as around the village.

All groups are expected to leave the centre as found-**Well Cleaned!**- bins must be emptied and dormitories vacuumed, Last day cleaning procedures can be found on the notice boards in each building .

### 20. Drainage

As we are not on mains drainage we ask that you are mindful of this at all time. Please ensure that all cooking oils and food waste is disposed of correctly and not allowed to go down the drains, Paper towels, sanitary towels, nappies etc. are Not to be flushed down the toilets; please use the appropriate bins provide.

### 21. Livestock

From time to time livestock may be present in the fields around the centre, please ensure all gates are kept closed, please respect these animals and do not feed or intimidate them in anyway.

## Booking Form

**Please complete using Capital Letters**

Church/Organisation:
Contact Name:
Address:
Postcode:

Tel Number:	Date From:
Mobile Number:	Date To:
Email Address:	Approx. Arrival:

<b>Numbers Expected</b>	Males:	Females:	Leaders:
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How did you hear of "Woodcroft":	Purpose of Stay:
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### **Declaration:**

On Behalf of the above organisation, I hereby apply for the use of Woodcroft Christian Centre for the purpose stated.

By signing this booking form I am confirming that I have read and agreed to the centre's terms and conditions of use, as found within this document.

I enclose a non-refundable deposit of £ \_\_\_\_\_ (cheques to: **Woodcroft Christian Centre** please)

**Signed** \_\_\_\_\_ **Date:** \_\_\_\_\_ **Position** \_\_\_\_\_