



EUROPA RETREAT CENTRE
11 WINDMILL HILL ROAD
GIBRALTAR
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TERMS AND CONDITIONS OF BOOKING

HOW TO BOOK

Send your e-mail to: erc@gibtelecom.net

Alternatively, you can discuss all your requirements and availability dates by telephoning +350 20049343.

We would be happy to receive you on a preview visit. These visits are an ideal opportunity for you to find out about the facilities first hand and understand how it can work for your group.

You can then make a provisional booking by completing the booking form and sending it to us, together with the deposit made payable to "The Retreat House Trust".

BOOKING AND DEPOSITS

A provisional booking will be held for 14 days. We must receive the completed and signed booking form, together with the deposit and you must receive confirmation of the booking, before a booking is regarded as confirmed.

Deposit is £50.00

MINIMUM NUMBERS

The following reflects the minimum numbers of guests required to qualify for exclusive use of the facilities: 30 Persons.

These limits may be varied at our discretion. If final numbers drop below the booked minimum, then 75% of the appropriate cancellation charges will be made for each place under the minimum.

OUTSTANDING BALANCE

The outstanding balance is payable for the number that gives exclusive use 30 days before the visit. The Executive Manager of the Europa Retreat Centre reserves the right to cancel a booking where full payment has not been received less than 14 days before the commencement date.

CANCELLATIONS

Cancellation must be submitted in writing and signed by the same person who signed the original booking form. Verbal cancellation cannot be accepted.

CANCELLATION CHARGES

The scale of cancellation charges is calculated according to the number of days that written notice of the cancellation is received by us.

30 - 15 days 50% of the total deposit

15 - 0 days 100% of the total deposit

These will apply unless the Executive Manager of the Europa Retreat Centre is able to re-book the facility with another organisation for the period originally booked by those cancelling, in which case the hirer will not be held liable to pay the full balance of hire, but will forfeit their deposit.

If no cancellation is received by the expected date of arrival, then payment in full will be required.

LIABILITY

We always do our best to make sure that your arrangements are satisfactory. However, we do not accept responsibility for losses or for expenses due to delay, sickness, weather, strikes, war, quarantine or any other causes. Baggage and personal belongings are at the hirer's risk at all times and no responsibility can be accepted for loss or damage.

Further, the Europa Retreat Centre cannot accept liability for happenings outside its reasonable control such as breakdown of domestic appliances, wiring, plumbing, sudden temporary invasion of pests, damage resulting from exceptional weather conditions or owners negligence resulting on loss, injury or accident.

CLEANING

In order to maintain reasonable booking fees, we strive to keep overheads to a minimum. Consequently, during the time of occupancy, the Hirer will be responsible for the maintenance and general cleanliness of the Centre which must be carried out on a daily basis, and especially prior to the departure. (It is expected that the Centre be left as found).

The Executive Manager of the Europa Retreat Centre reserves the right to forfeit the £50.00 deposit to cover for any damages arising out of negligence and/or any additional cleaning that may be deemed necessary. Also the Executive Manager may at his discretion implement an additional charge to cover for damages and or additional cleaning that may be required.

These charges will correspond with present rates.

OCCUPANCY

Under no circumstances may more than the maximum number of guests, as stated in the original booking form, occupy the property, except by prior agreement with the Executive Manager of the Europa Retreat Centre. The Executive Manager reserves the right to refuse admittance if this condition is not observed.

In addition, The Executive Manager of the Europa Retreat Centre reserves the right to refuse or revoke any bookings from groups or individuals who may in his opinion (and at his sole discretion) be unsuitable for the property.

PETS

No pets and/or other animals are allowed in the Europa Retreat Centre.

SMOKING

Smoking is strictly prohibited inside the Europa Retreat Centre. Guests are requested to refrain from smoking inside the building, most especially in the bedrooms. Any violation of this rule will result in the immediate cancellation of the booking.

Smoking is permitted in the patio and in those exterior places where ashtrays have been installed. Once again clients are requested to use the ashtrays provided and refrain from littering the demarcated smoking areas.