**Check-in / Check-out process**

**Check in time:** 15:00

**Check out time:** 11:00

**1. Supervision and group conduct:**

The group leader(s) accept responsibility for the general conduct of the attendees throughout the stay. They shall ensure that the group leader(s) or other adults accompanying the party agree to act ‘in loco parentis’ at all times. BNJC staff/madrichim provide instruction to groups only during sessions and at mealtimes.

We ask that all groups with attendees under the age of 18 have the appropriate adult to child ratios for the duration of the stay. Recommended adult to child ratios for working with children for school groups and in other settings can be found on the NSPCC website: [**https://learning.nspcc.org.uk/research-resources/briefings/recommended-adult-child-ratios-working-with-children/**](https://learning.nspcc.org.uk/research-resources/briefings/recommended-adult-child-ratios-working-with-children/)

Children under the age of 18 need to be supervised at all times and are not permitted to stay unaccompanied in any of the properties during the length of the stay.

All groups are required to adhere to BNJC’s policies around health and safety, emergency procedures including fire safety and security as well as safeguarding.

**2. Payments:**

10% of the total cost is taken at the point of booking. 30% of the total cost is taken one month before.

**3. Length of Stay:**

The maximum number of consecutive days that can be booked for a group stay is 7 days.

**4. Cancellations**:

We can offer free cancellation up to six weeks before the booking. Cancellations within six weeks of the booking are subject to a 10% administration fee which is non-refundable (the payment made at the point of booking will not be returned). Cancellations within one month of the arrival date are subject to a 25% administration fee which is non-refundable.

**5. Extenuating circumstances**:

We can offer a full refund if unforeseen circumstances beyond the group leader’s control occur after the booking if made. Examples of an extenuating circumstance: Government travel restrictions. Declared emergencies and epidemics. A death in the family (meaning the Levaya and Shiva now conflict with the booking). Other circumstances such as unexpected illness, jury duty or travel disruptions are *not* covered by the extenuating circumstances policy.

**6. Loss and damage**:

Risk of damage to the apartment and/or houses and its contents will pass to you on check-in and remain with you until the property is returned to us. You shall be liable for all loss or damage (except fair wear and tear) caused during the rental period, and for any reasonable loss of rental resulting from such loss or damage.

Consumables in the properties (kitchen and other storage units) are not to be used, unless instructed otherwise and usage will incur a charge according to the nature of the item.

**7. Changes to the booking by us**:

In the unlikely event that we must cancel or make a change to your accommodation we will use all reasonable efforts to contact you as soon as possible to explain what has happened and inform you of the cancellation or change. If possible, we will offer alternatives, but should these alternatives be unacceptable to you the booking will be treated as cancelled and we will refund any money you have paid to us within 14 days of any cancellation.

**8. Access:**

Unless otherwise agreed, we will issue one set of keys to each property with a key fob attached. **If at any time the guest loses the keys, they must notify security as soon as possible.** On check-out, keys must be returned to the same place as the guest collected them from and the accommodation must be left locked. Loss of keys may incur an Additional Charge. If the guest locks themselves out of the property and requires Security’s assistance to re-enter the property, we reserve the right to charge an administration fee, as an Additional Charge.

We will retain keys to the properties and will access the property to provide the services set out in this agreement, any necessary maintenance and to inspect the property and carry out repairs to the structure, roof, exterior or any services, appliances, or equipment therein. We reserve the right to enter the property at any reasonable time during your stay for essential maintenance or if we suspect damage has been caused or in case of any emergency. We will make reasonable efforts to contact you before entering the property.

**Group leaders (over 18s) staying in the houses are required to lock both the front and back doors at night time after the evening activity.**

**9. Emergencies and maintenance callouts**:

In the case of an emergency whereby the police, ambulance or fire brigade are required please call 999, please also alert Security. In case of a maintenance issue, for example heating or hot water failure, please alert Security. We have a target response time of 24 hours to have someone onsite to review the situation. We do not operate as a hotel and do not have maintenance staff onsite 24 hours a day. If we are not able to have someone onsite to review the situation with 24 hours, we may offer a part refund for the nights the heating or hot water are faulty, at our discretion. Should a guest report that a service is faulty and subsequent inspection confirms that the service was not faulty, but was not being operated properly by the guest, and where usage instructions have been provided, we reserve the right to charge the guest for the maintenance call out, as an Additional Charge.

**10. Shabbat observance**:

We ask that guests observe the laws of Shabbat in all of the common and public areas across the site; this includes the Shul, events space, restaurant and courtyard. There is an Eruv around the site.

**11. Smoking**:

Smoking is not permitted in our properties. Smokers must vacate the site onto New Church Road should they wish to smoke. Where there is evidence of guests smoking within the property, we reserve the right to charge £500 for specialist cleaning, as an Additional Charge.

**12. Unlawful conduct:**

Anyone found using or under the influence of illegal drugs or substances classified under the Misuse of Drugs act (1971) will be reported to the police and asked to leave the premises. Any evidence or suspicion of drug use on our premises will also be reported immediately to the police.

**13. Housekeeping**:

No daily housekeeping service is provided – While linens and bath towels are included in the unit, daily maid service is not included in the rental rate. We do not permit towels or linens to be taken from the property.

**14. Falsified Bookings:**

Any booking obtained under false pretence will be subject to forfeiture of advance payment, deposit and/or rental money, and the party will not be permitted to check in.

**15. Electricity**:

‘Fair Use’ of heating applies at the property. Guests should not turn heating above 24 degrees or an Additional Charge may apply at our discretion.

**17. Checkout:**

We expect the property to be left in a reasonable state on departure, including rubbish being placed in rubbish bins, and dishes to have been placed in the dishwasher. If, at our discretion, additional cleaning is required on departure, the cost of this cleaning will be charged as an Additional Charge.

**17. Wifi service:**

Wireless Broadband Internet is usually available in the properties; however, we will not be liable for loss of this service due to connection, environmental or human error and no support service is available. For this reason, wireless broadband internet is not a contractual provision. We do not assume any responsibility for any damage to your computer or the data contained on it, nor the security of any data transferred over the internet. Guests are responsible for the protection of their computers from loss of data, unauthorised access, or viruses.