



## **HOW TO BOOK**

Please ring us on 01747 821002 or contact us by e-mail on [admin@loxlane.co.uk](mailto:admin@loxlane.co.uk) to check availability and make a provisional booking. You will then be sent a booking form, as well as other information.

## **TO CONFIRM YOUR BOOKING**

Please complete, sign and return the booking form. An invoice will be issued with a request for a deposit of 10%. Deposits are non-refundable and will be deducted from the final balance. We cannot guarantee your booking until your deposit is received.

The final balance of the payment will be calculated when numbers are confirmed and will be due 4 weeks before the booking takes place. *(N.B. For one day bookings of a meeting room the final balance will be due 1 week before the visit or 2 weeks if lunch is being provided)*

Any changes and incidental extras incurred after balance has been paid will be billed separately. We accept payment by BACS, cheque, cash and all major debit & credit cards.

## **CANCELLATION OF BOOKINGS**

Payment and acceptance of a deposit represents a legally binding contract. Cancelled bookings cause financial loss to Lox Lane Christian Encounter Centre if they cannot be refilled. For this reason charges apply to all cancelled bookings for the Farmhouse and for residential group fully catered.

12 - 4 weeks before: 10% Deposit will be retained

4 – 2 weeks before: 50% of the total cost

Anytime from 2 weeks before date of arrival: 100% payment due

## **ARRIVAL AND DEPARTURE TIMES**

Rooms will be available from 4pm on the day of your arrival and we ask that rooms are vacated by 10am on the day of departure (unless otherwise arranged). Please note that if your stay is fully catered, lunch will be included on the day of departure (unless otherwise arranged), so guests will be welcome to use the other facilities after checking out of their rooms.

## **TOWELS**

Towels are provided in all bedrooms. We request you use your own towels for any trips to local swimming pools or beaches.

## **DIETARY REQUIREMENTS**

Confirmation of final numbers, room list and dietary requirements should be provided 4 weeks before your visit. When catering for a group our kitchen produces a continental

breakfast, and a set lunch and set evening meal. They will do their best to cater for any essential dietary requirements, for example, gluten free, dairy free. They can also provide individual guests with a vegetarian alternative if booked at this time. When catering for a group we are unable to cater for guests' personal preferences. Meals are prepared in a kitchen where nuts and other allergens are used.

Meals will usually be served at 7pm on the first evening and then 8.30am, 1pm and 6pm, unless otherwise arranged.

### **SMOKING**

Smoking is not permitted in the buildings or in the Courtyard area. We kindly ask guests to adhere to this policy. Failure to adhere may result in guests being asked to leave and a charge for cleaning being applied.

### **USE OF THE FARMHOUSE: WOODBURNER & BBQ**

A woodburner and BBQ are provided for the use of guests booking the Farmhouse. A basket of logs is provided free, re-fills will be charged for. The BBQ uses charcoal and we ask guests to provide their own. Groups are responsible for the appropriate use of the woodburner and the BBQ – we would ask that only adults operate them and that children are adequately supervised when they are in use.

### **MEETING ROOMS**

We have 3 rooms available for meetings, the Main meeting room, the Garden room in the Farmhouse and the Upper room. The Main meeting room can accommodate approximately 80 people and has a PA system and projector. The Garden room in the Farmhouse can accommodate approximately 30 people and has a data projector and screen. The Upper room (reached by a flight of stairs) can accommodate approximately 20 people and has a TV and DVD player. A flipboard chart and pens are available for use in the meeting rooms if required.

Rooms can be hired for a day during the week. Groups who book a fully catered stay will have access to at least one of the meeting rooms depending on the size of the group and their needs. This will be arranged at the time of booking.

### **USE OF THE PA EQUIPMENT IN THE MEETING ROOM & GARDEN ROOM**

The PA equipment is available for use by groups who book meeting rooms.

**The main meeting room** has a modest PA system which can cater for a few vocal mics and a few instruments. There are two Shure SM58 vocal mics and stands available, as well as two DI boxes, and a keyboard which is normally fed in directly. The mixer is a simple Soundcraft device running in mono to two Ramsa loudspeakers, ceiling mounted.

There is also a handheld radio mic (Sennheiser) plumbed into the system. (9 volt battery type). There is a ceiling mounted data projector which is nominally fed from the 'words' PC, but can be fed from another device, but only via a VGA feed, not HDMI.

**The garden room** also has a data projector, fed via HDMI, *not* VGA. NO mixer for PA, but there are a couple of ceiling mounted speakers and an Audio Visual (AV) type amplifier which can take an external music source.

We ask that you do not adjust the settings on the equipment. If you require any assistance with the PA equipment in either of the rooms we can put you in touch with David Perry, who manages the PA for the centre.

## **GROUP BOOKINGS**

Lox Lane Christian Encounter Centre is part of the Father's House charity (296195) and is used for the hosting of activities organised by Father's House and available as a resource to the wider Church, other Christian organisations and the local community. We will not accept bookings for activities which are in conflict with the Christian gospel and Father's House objectives outlined in its governing document (i.e. "The advancement of the Christian faith and the worship of God"). The Centre reserves the right to refuse requests for hire by groups or for activities which, in the opinion of the Centre, are either contrary to these objectives or where the Centre considers that such use or activities may cause offence, on grounds of their religion or belief, to a significant number of Christians. No acts of worship, other than Christian worship, are permitted on the premises.

## **YOUR RESPONSIBILITY**

Lox Lane Farm is a peaceful and relaxing place to stay. We ask that you show consideration to our team, the accommodation and the surroundings. Our leadership team have the right to ask any person who is disruptive or demonstrating inappropriate behaviour or language that causes distress to others on-site to leave the location. We also reserve the right not to accept future bookings where serious disruption has occurred. We ask that you report any damages or breakages to one of the Lox Lane staff.

## **DAMAGE AND LIABILITY**

Guests will be liable for the cost of repair or replacements as a result of damage caused to the buildings, grounds or property of Lox Lane Christian Encounter Centre. There will be a charge of £10 for lost keys to cover replacement. The Centre is not liable for personal injury caused by the action of another guest or for the loss of personal belongings.

## **INSURANCE**

The Centre maintains adequate insurance including Public Liability for your protection. Please treat the property with respect and ensure that windows and doors are kept locked whenever you leave your accommodation and report any issues to a member of staff immediately. You must take care of your own personal belongings and we recommend that you have your own cover for these.

## **COMPLAINTS PROCEDURE**

We aim to meet the high standards that our guests have a right to expect. In the unlikely event that we fail to meet these standards please contact the Administrator on [admin@loxlane.co.uk](mailto:admin@loxlane.co.uk) or 01747 854993.

## **HOW WE USE YOUR CONTACT DETAILS**

We use your contact details in order to ensure that we can deliver the service you are booking. We will not send you any newsletters or promotional emails unless you sign up to receive them.