

Family Weekend

ACUK Pioneer Centre

Cleobury Mortimer, Kidderminster Shropshire DY14 8JG

www.acuk.net/pioneer-centre

T: 01299 271217



Friday 28 - Sunday 30 June 2019

Terms and Conditions / Notes for Booking

A booking is only secured when the deposit and completed Booking Form are received and acknowledged by us.

Deposit

Deposits are non-refundable* and not transferable. Deposits are 20% of the booking price and must be paid on or before Sunday 12th May 2019.

Payments

Payment in full and early bird discounts apply as follows:

- Early bird discount - If you pay the full amount on or before Sunday 12th May, you will receive a discount of 5% of the total price.
- All bookings must be paid for in full no later than Friday 31st May 2019.

Refunds or cancellations

*The Trustees recognise that the very nature of craniofacial conditions makes it difficult to plan around surgery and unexpected illnesses or complications. In these instances, the Trustees will permit full refunds of any monies paid if cancellation is necessary due to your child requiring unexpected medical treatment and/or hospitalisation due to ill health. A booking can only be considered cancelled when you notify Headlines in writing and you receive confirmation.

Limited places

Places are limited by the capacity of the Pioneer Centre, so please book early to avoid disappointment.

Weekend start/end times

The weekend will start with arrivals on the Friday from 4.00pm and includes dinner at 6.30pm (late arrivals will be provided with a packed meal and drink – please let us know on the Booking Form if you require this)

The weekend ends at 3.00pm on the Sunday after lunch.

Booking type

Full weekend visitors – Prices include full board accommodation for a two-night stay, outdoor activities, campfire and evening entertainment, and childcare for the younger children.

Day visitors (Saturday only) – Prices include food, outdoor activities, campfire and evening entertainment, and childcare for the younger children. Food includes lunch, dinner, morning and afternoon snacks, and refreshments.

Accommodation

ACUK-Pioneer Centre offers accommodation in 7 individual, internally accessible, lodges. Headlines guests will be accommodated in 'Alberta', 'Baffin' and 'Yukon' Lodges which together provide en-suite accommodation for up to 146 in 36 rooms, sleeping 2, 3, 4 and 5.

Each lodge has its own day/breakout room, kitchenette, drying room & coat/boot store. Alberta & Yukon Lodge also have 8 bedrooms with en-suite shower rooms equipped for guests with mobility difficulties. There is wheelchair accessibility throughout the main buildings.

Activities

All activities are suitable for children aged 8 and over. ACUK-Pioneer centre will also provide suitable activities for children aged 6 and 7, but a parent or guardian must be available to supervise them.

In the cases where age restrictions apply, the 'qualifying age' is the age at 28th June 2019 and the date of birth of the person must be included in the Booking Form.

Childcare and activities for younger children

Children aged 5 and under will have some dedicated activities including a bouncy castle run, indoor toddler games such as tots football and tennis, and outdoor forest trails.

Children aged 5 and under will be based in the crèche area where they will also have hands on activities such as messy play, cookie decoration etc and then escorted to activities by trained play specialists from the Oxford Craniofacial Unit.

Medical Supervision

We do not provide any medical supervision at any time during the weekend.

If your child requires one-to-one supervision at any of the activities, or whilst with childcare, you must tell us on the Booking Form, to allow for any extra staffing needed. Failure to inform us will result in you being asked to look after your child yourself.

Supervision of children

Unless attending any of the organised activities, or during specified time with qualified childcare, you are responsible for your own child(ren).

Alcohol

Guests are not permitted to bring alcohol to the Pioneer Centre.

Photography, video and audio recording

Throughout the weekend we will be taking photographs and videos that may be used on the website, in E-News, Headline News, social media and any publicity that Headlines may produce.

If you do not want your child's image to be used, it is very important that you select this option on your Booking Form.

Parents/carers are permitted to take photographs of their own child(ren) during the weekend, however, please respect the privacy of others.

For further information, please contact:

E: info@headlines.org.uk / T: 0330 120 0410

Headlines is a registered charity no. 1058461

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