

Terms and Conditions



1. Provisional bookings will be held for up to 21 days and will only be confirmed once a completed booking form and relevant deposit have been paid. All deposits are non-refundable. We reserve the right to remove a booking if it has not been confirmed after 21 days.
2. By confirming your booking (by submitting booking form and relevant deposit) you are agreeing to abide by these terms and conditions.
3. All prices quoted exclude VAT (where applicable).
4. Groups will be invoiced for their Final Balance on departure and payment must be made within 28 days of the invoice.
5. Any reductions to numbers of participants must be given at least 60 days prior to arrival date. Any reductions after this date will be treated as cancellation of part of the booking. See next point.
6. Cancellations with 90 or more days notice will result in the deposit payment being lost. Cancellations within 60 and 90 days of the arrival date will be charged 50% of the total amount due (or appropriate proportion thereof if part cancellation). *Cancellations with 60 days notice or less of the arrival date will be charged 100% of the total amount due.*
7. If you do not have the minimum required number of people in your group to book our accommodation/activities then you will be asked to pay a supplement to meet the minimum requirement. The minimum numbers are 16 for both Lorne House and Brownie House, 8 for both the Coach House and Ranger Cottage and 10 for any activity session/day of activities.
8. Girlguiding Ulster reserves the right to decline any booking or ask a group to leave the premises due to unforeseen circumstances or behavioural issues.
9. Smoking/Vaping is not permitted inside any building and only in designated areas outside.
10. Dogs are not permitted onsite, with the exception of assistance dogs.
11. Girlguiding Ulster reserves the right to cancel a booking should the need arise. All monies paid in respect of the booking will be refunded in full unless the booking was terminated due to the group failing to follow the terms and conditions.
12. Guests are responsible for their own property while on the premises.
13. Groups other than Girlguiding or Trefoil groups must ensure they have adequate public liability insurance during their stay.
14. Groups are responsible for the cost of any damage they may cause.
15. Group Leaders are responsible for ensuring their participants are supervised at all times while onsite.
16. All participants (including any leaders/adults) must complete a Medical and Consent form. The group leader should ensure that these are submitted to Lorne at least 7 days before the activity. For Girlguiding Members the Information and Consent for Event/Activity Guiding form is acceptable. *Please note: We cannot accept any participant who has not submitted a form.*
17. You should arrive for your activity session 10 minutes before your start time. If your group is late then the length of time you will have on the activity will be shorter. No price reductions will be made for late arrivals.
18. We will do our best to accommodate your preferred activity time but occasionally we will have to alter it slightly due to circumstances outside our control.
19. These terms and conditions are subject to change at any time. Groups will be advised of any changes in writing.