

The House of Bread at the Mill

Burmington Shipston-on-Stour Warwickshire CV36 5AF
01608 663952
contact@thehouseofbread.org www.thehouseofbread.org

Booking procedure

Complete a booking request on the *Bookings* page of the website. If you have a query contact us by phone, email or through the website *Contacts* page.

Before making your request you need to **read and agree** with the Evangelical Alliance basis of faith and have read the *Booking information*, and tick the boxes indicating you have done so.

As far as is possible, we will endeavour to meet your request for arrival and departure times. We do have some boundaries for these times (refer to *Booking information*). We will agree timings with you, alongside consideration of other bookings that may be at the same time.

When we have received the **completed booking request**, we will inform you if the date is available.

If the date is available:

- We will ask individual guests or bookings for 2 guests to send an email confirming you would like to proceed with the booking date (no deposit required), and we will email a booking confirmation email.
- For groups of 3+ guests, we will ask for a **deposit to confirm** your booking. We ask for the deposit within 14 days - the booking remains provisional until we receive the deposit. Please see below for information about deposits.

When we have **received your deposit**, we will email a confirmation of booking. If you need to make any significant changes to your booking (especially if the group size changes) we ask that you would inform us as soon as possible. Or to cancel your booking, see below.

We will contact you within a month of your booking date, asking you to confirm your total number of guests (groups booked in for 3+) and additional information about your booking, to enable us to make final preparations for you. We will also ask you to make your final donation for your booking, by the end of your time at The House of Bread.

Prior to coming to The House of Bread, we ask guests to re-read the *Booking information* and to read and honour the *General policies* - on the *PDFs* page on the website. For group bookings, please communicate the information to all guests within your group. On arrival, we will provide group leaders or individual guests with this document.

Deposits and final donations

The House of Bread is a faith ministry. Donations enable the maintenance and running of the site. We do not have fixed charges for guests who come to The House of Bread - we have suggested donations that cover basic costs. See the *Bookings* page of the website for our suggested donations. Please contact us if you are unable to give a donation in line with our suggested donations, we are very happy to offer concessionary rates.

Donations can be **made via the website**, by bank transfer (contact us for bank details) or by cheque (payable to The House of Bread).

We appreciate UK tax payers donating by Gift Aid. We are only able to receive Gift Aid on amounts that are above our suggested donations.

Cancellations and transfer of bookings

Please contact us as soon as possible if you would like to cancel or transfer to another booking date.

For individual guests or a booking for 2 guests, there is no charge if a cancellation or transfer of date is made.

For residential group bookings (3+ people):

- **Cancellations** – deposits will not be refunded. If less than two months notice is given for a cancellation it is unlikely that we will be able to get another booking, and we ask that the guests would consider giving a financial gift to The House of Bread.
- **Transfers** – if more than six months notice is given for a residential booking, we can transfer your deposit to another booking date. With less than six months notice, we cannot transfer your deposit.

For day group bookings (3+people):

- **Cancellations** – deposits will not be refunded.
- **Transfers** – if more than a month's notice is given, we can transfer your deposit to another booking date. With less than a month's notice, we cannot transfer your deposit.