



Trigonos

2023 BOOKING FORM & TERMS & CONDITIONS FOR RESIDENTIAL GROUPS

ALL SECTIONS OF THIS FORM MUST BE COMPLETED TO CONFIRM YOUR BOOKING

Please read the terms & conditions that form part of this contract and sign

Name of Group/Organisation:	Name of Contact person:
Address: Postcode:	
Phone:	Email:
Arriving on d: /m: /y: Day of week: Time of arrival (4pm unless agreed otherwise):	Departing on: d: /m: /y: Day of week: Time of departure (2pm unless agreed otherwise):
<p style="text-align: center;">When arrival is 4pm Trigonos will provide a host to receive guests from 4pm – 6pm. Please see the terms and conditions for arrangements for late arrivals</p>	

Accommodation	Price per night	Please tick the accommodation you are reserving
Baladeulyn	£430	
Eryr	£150	
Dol Wennol	£305	
Dol Gwydion	£210	

Catering	Price per night	Approximate numbers of guests
Trigonos full board	£65 per person	

Workspace	Price per night	Please tick the workspace you are reserving
Ceridwen	£40	
Goewin	£50	
Arianrhod	£60	
Modron	£70	

CONFIRMED BOOKINGS

A booking is confirmed upon receipt of a fully completed booking form, a signed Terms & Conditions document and the payment of the deposit. Until then Trigonos reserves the right to offer the dates to other groups.

BOOKING FORM

All sections of the booking form need to be completed in full and signed by the group organiser/nominated person.

CATERING

Catering must be booked with accommodation. Self-catering is unavailable except for times specifically designated by Trigonos

BEDROOMS

The allocation of people to bedrooms is the responsibility of the group organiser. Additional accommodation, can be booked at any time (subject to availability). Trigonos may let bedrooms & workspaces not reserved by the group to other visitors. Bedrooms must be vacated by 9.30am on the day of departure unless otherwise agreed in writing and in advance. Luggage may be left in common areas/work rooms until the time the group leaves. Separate costs apply to any group member that is non-resident.

NON-RESIDENTIAL GROUP PARTICIPANTS

Non-residential participants are charged the catering rate for the full length of the course and therefore have access to full catering (8am – 8pm). Non-residential participants should be present for the introductory talk from Trigonos at the point of the full group arrival. If this is not possible then the group leader will then take responsibility for hosting them and instructing on activity and catering timings and locations as well as essential health and safety information.

ESSENTIAL DIETARY REQUIREMENTS

Trigonos has a good reputation for meeting essential dietary requirements. But to do this, we rely on the information given to us by the individuals concerned via the group leader. The “Essential Dietary Requirements” form must be completed and sent to Trigonos at **4 weeks** before your visit to enable the catering team to plan menus and purchase any necessary special food. Trigonos cannot accept responsibility for meeting dietary needs if the information is not provided. **IMPORTANT:** We take great care in ensuring that allergens are not used as an ingredient where their exclusion is required. However we cannot guarantee that our food does not contain trace elements of allergens as we do not have a separate kitchen for preparing allergen free dishes. It is essential that group organisers ensure that their participants are aware of our limitations.

DEPOSITS AND FINAL BALANCE

A deposit is required to secure the booking. 50% of the accommodation cost is required to confirm all bookings.

The final balance of accommodation cost, workrooms and full catering costs is payable 14 days prior to arrival. We will prepare and send the invoice on receipt of the full group information.

METHODS OF PAYMENT

Payments in GB£s can be made by the following methods:

- **BACS / internet banking** (please quote invoice number, group name or booking dates)
Lloyds Bank plc
Account name: Trigonos Trading Ltd
Branch address: 15-17 Poole Street, Caernarfon, Gwynedd LL55 2AD
Account no: 87879268
Sort Code: 30-98-29
- If transferring money from outside the UK you will need the following:
IBAN: GB79LOYD30982987879268 SWIFT/BIC code: LOYDGB22xxx
- Personal or business cheque payable to TRIGONOS (UK banks only) (please quote invoice number, group name or booking dates)
- Debit and credit cards
- Cash

We regret that we are not able to accept either cheques drawn on non-UK banks or foreign currency.

Important: All payments must use the invoice number for reference. Without the invoice number payments are at risk of not being placed against the correct invoice. Please do not make any payments without an invoice and invoice number.

REDUCTION IN GROUP NUMBERS

In the event of any changes by the group that results in less accommodation required than given in the confirmed booking, the following conditions will apply:

- From the point of confirmation of the booking till 4 weeks before the event - the deposit due to date will be retained
- Within 4 weeks of commencement of the event, the full amount will be charged (group organisers are advised to take account of this when putting their budgets together and to notify their group participants of their individual financial obligations)

GROUP CANCELLATION

Should the group cancel their booking any time up to 4 weeks before the arrival date, Trigonos will retain the full deposit that has been paid. Should the group be cancelled between a month and 14 days before, 75% of the full projected cost of the full event will be invoiced and payable to Trigonos within 30 days of invoicing. For cancellations within 14 days of arrival 100% of the full projected cost of the full event will be invoiced and payable to Trigonos within 30 days of invoicing

INSURANCE

Trigonos advises that all group leaders should consider having event insurance cover, which is easily obtained at a reasonable cost to cover any eventualities that may lead to unexpected payments to Trigonos (e.g. in the event of a cancellation).

GROUP LEADER / ORGANISER'S RESPONSIBILITIES

In advance of your visit:

- Pay the balance in full 14 days before arrival
- Complete group information form at the required time
- To provide a list of names of the members of the group
- To provide any details of group members with additional needs / requirements
- To provide a detailed and accurate list of food intolerances / allergies for any group members accompanied by Trigonos' dietary request form
- To inform group members about arrival times
- To allow for themselves to have short tour soon after arrival with a member of the Trigonos team in order to be familiar with layout of the centre and health and procedures

During your visit:

- To encourage the group to use Trigonos resources with care and attention (e.g. turning down radiators in their bedrooms when warm enough, closing outside doors in cold weather, turning off lights when workrooms are not in use)
- To be sure that any electrical equipment brought in by the group has been tested and is safe
- To alert the group to health and safety issues (e.g. swimming in the lake)
- To remind the group that each member is responsible for their own wellbeing – Trigonos cannot provide medical or first aid services
- To inform the group that Trigonos is committed to protecting bio-diversity on the land, so guests are welcome to enjoy walking in the gardens and fields if left as they were found. They must not cut any plants or trees and, since some species on site are poisonous, they must not ingest anything they see growing in the wild

Arrival:

It is important that groups do not arrive before the agreed time to ensure that all the cleaning and preparations are completed and that there is a Trigonos host to greet you and your group. If you, as the group organiser, wish to arrive early to set up your workroom(s), then please check in advance if this is possible. We will always do our best within what is possible.

Office hours and responsibility for your group:

The Trigonos office is normally open from 9am – 5pm Mondays to Fridays and part time during weekends (unless it is an arrival day). During your stay, members of our team will all do their best to assist you if you need anything. We do not, however, have resident staff – the place is for you to make your home whilst you are here – but one of our senior team is always available and can be reached out of office hours, in the case of anything that needs urgent attention.

For most eventualities you, as group leader, will carry responsibility for your group

Meals:

- Breakfast 8am
- Morning break 11am
- Lunch 1pm
- Afternoon break 4pm
- Evening meal 7.00pm

Please note that meal times are set and cannot be altered from the times as stated above.

Sharing the space:

It is possible that there will be other visitors staying at Trigonos (either another group or B&B guests). We will always do our best to ensure that arrangements work well for all concerned. Where there are two groups, we will introduce the group leaders on arrival and have a 3-way discussion to ensure that any concerns are able to be raised and any necessary adjustments agreed.

Welcome talk / orientation:

On arrival you and your group members will be met at our reception, taken to their bedrooms and shown where the various facilities (the dining room, library, quiet room and work rooms) are. Drinks and a homemade 'sweet treat' will be available on the day of your arrival. Group organisers should allow for themselves to have short tour soon after arrival with a member of the Trigonos team to be familiar with layout of the centre and health and procedures.

All groups must agree to give space in their schedule between 4pm and 6pm for the group as a whole to partake in the welcome / orientation session (lasting approximately 15 minutes) from one of the Trigonos team designed to: welcome the group; share a little background about Trigonos; explain any comfort, health & safety issues and to answer any questions the group members may have. It is the group leader's responsibility to ensure that information covered at the session will be relayed to any late comers

Communications during your stay:

If there are messages from Trigonos to you as group leader, or to any of your group members, these will be left on a noticeboard in the main house. Similarly, any messages from you or your group can be left for the Trigonos team. All messages will be picked up regularly. Guests have access to wi-fi.

FOR MORE INFORMATION OR TO MAKE A BOOKING

E: info@trigonos.org T: +44 (0) 1286 882 388

Note: All prices quoted by Trigonos are inclusive of VAT

I have read, understand and accept the terms and conditions outlined above:

Signed:

Date:

Group:

Please return a completed and signed version of this agreement to:

info@trigonos.org