**Group Conduct & Noise Terms and Conditions:**

Group leaders accompanying the Group are responsible for the safeguarding, discipline and behaviour of their Group. Group leaders are responsible for all damage caused by their action or inaction, or the actions or inactions of those in their Group.

We pride ourselves on creating friendly welcoming and above all safe places for people of all ages to enjoy. Any breaches of our admission, behaviour or safety policies will be treated seriously and regarded as a breach of these terms and conditions.

Behaviour should be in keeping with a family environment and should not be excessive, noisy or disruptive, especially at night. Offensive or illegal behaviour will not be tolerated and may result in the Police being involved. Offensive or aggressive behaviour or bad language towards our staff in not acceptable. We may ask you and/or any member of your party to leave immediately if your conduct is considerate inappropriate; likely to cause harm, impair the enjoyment, comfort or safety of anyone else. No refunds or compensation will be given in these circumstances and we reserve the right not to accept any future booking from you or any member of your party.

A payment will be taken on the credit card supplied for any damage caused by the group, a staff member will contact the card holder and inform them of the damage, cost and payment is being taken.

We want to ensure at all times that all our guests enjoy a restful and peace full night sleep. To this end we will not tolerate any noise disruption to you by other guests. Guests who create excessive levels of noise and refuse to observe this policy will be charged in the event that fellow guests have to be compensated for disturbance. Guests creating unnecessary noise will be asked to leave the property and no refund will be forthcoming.

|  |  |
| --- | --- |
| Name of Group: |  |
| Name of Individual: |  |
| Contact number: |  |
| Booking reference: |  |
| Dates of Travel: |  |
| Card details: |  |
| Expiry date: |  |
| Security Number:  |  |

I understand the above terms and conditions and should any damage or excessive noise levels occur by the group that I am with, that I will be contacted about this and Bath YMCA will deduct payment from card details supplied by myself.

Name:............................................................

Signature:......................................................

Date:.............................................................

Position……………………………………………………………………