



# Woodcraft Folk

Education for Social Change since 1925

## Booking Terms and Conditions

**Thank you for choosing to stay at Height Gate.**

Please read these terms carefully as they make up your agreement with us.

The contract binds you (the lead booker), your organisation, all the members of the group or third-party suppliers who are part of the booking. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract & loss of the booking.

### Data Protection

For the purposes of data protection legislation for data relating to your booking ("Personal Data"), Woodcraft Folk is the Data Controller and Height Gate is the Data Processor.

We will retain any Personal Data collected on your behalf for no longer than is reasonably required for record keeping, complying with legal obligations and resolving disputes. Any Personal Data we have identified as sensitive will be password protected prior to storage.

Please view our [Privacy Policy](#). If you have any questions or concerns about Data Protection please email [data@woodcraft.org.uk](mailto:data@woodcraft.org.uk)

### General

You agree to these terms and conditions when you make a booking with us.

Your booking is only confirmed when we receive your deposit payment, or full payment if within 31 days of arrival. Deposits paid are non-refundable. The deposit is 30% of the total cost of your stay with us.

Any requests to amend or cancel your booking should be addressed directly to us using the contact details included in your confirmation. Cancellations are subject to the terms described below.

Your booking is for exclusive use of the barn referred to as 'Height Gate'.

Your hire includes the following:

- Exclusive use of the building/s and grounds as specified in your booking.

- A fully equipped self-catering kitchen.
- Sufficient hand wash, tea towels, dish cloths, scourers, washing up liquid, toilet paper, bin bags etc. for the duration of your stay.
- The cost of fuel for heating and hot water is included in your fee and is provided by the main pellet stove. If you wish to use the additional wood burning stoves you have to supply the wood for these.

## Safety

While close to Todmorden and Hebden Bridge the barn is in a fairly remote location up a winding track, with neighbours close by.

Responsibility for your group's safety during your journey and your visit to Height Gate rests with you. You should ensure that you have appropriate plans in place to fulfil this obligation. We recommend these plans include: first aid cover, access to a designated driver and vehicle at all times (for emergencies) and appropriate plans for the control and supervision of the group. We also recommend that the number of vehicles driven up the track is kept to a minimum, especially during hours of darkness.

Your responsibility also extends to safe evacuation in the event of a fire or fire alarm activation.

In the event of a major incident or accident you should contact the appropriate emergency services by using 999.

Please help us by recording all accidents and injuries and near misses on the accident forms provided on the shelf in the lounge, or by notifying Height Gate staff.

## Guests

Every booking must:

- Name an individual booking lead who is over 21 and also provide details of the organisation your group is from.
- Provide contact details of the booking lead (address, mobile phone number, email address) to enable effective communication.
- Confirm the number of guests expected on site, including any day visitors.
- Not exceed the total number of people booked.
- Abide by any site rules and restrictions you are informed of through the booking process or whilst on site.
- Agree to reasonable and lawful usage of our Wi-Fi.

## Arrivals & Departures

- **Arrival time:** After 2pm and before 9pm. If there is capacity, we may allow groups to arrive earlier if requested in advance.

- **Departure time:** All guests must leave the site by 12 noon during the week or 2pm on a Sunday or Bank Holiday Monday.

All groups will have their arrival and departure times confirmed during the booking process. Early arrival and late departure can be arranged with sufficient notice if there is capacity.

## Payments

A non-refundable, non-transferable deposit of 30% will be taken to secure your booking. Bookings made less than 31 days in advance require full payment at the time of the booking.

The balance of your booking is due 31 days before the date of arrival.

In the event of a failed balance payment, you will be contacted to provide alternate payment details. Failure to pay your balance may result in your booking being cancelled.

## Cancellation

If you have to cancel your booking, the following cancellation fees apply. These depend on the number of days before the arrival date that notification of cancellation is received.

Cancellation must be sent by email to [heightgate@woodcraft.org.uk](mailto:heightgate@woodcraft.org.uk) with your booking reference number and reason for cancellation.

### Number of days before arrival / cancellation charge payable:

- 31 days or more / Any booking deposits already paid or due.
- 27 – 0 days / 100% of the total cost of your booking.

If we are able to move your booking to a different date, and you have given more than 31 days notice no costs will be incurred.

## Insurance

Whilst on site all guests will be covered by Woodcraft Folk's Public Liability Insurance if you adhere to the terms and conditions and site usage procedures.

Woodcraft Folk are not responsible for injuries to individuals, theft or damage to their property whilst on site, unless it is caused through our negligence.

Please take precautions to ensure that you and your equipment are safe and secure.

No personal belongings are covered by Height Gates Public Liability or Buildings Insurance. If you are bringing expensive equipment we recommend that you check your household insurance or obtain travel insurance to cover any cost of damage or theft.

We are aware that accidents do happen and ask for individuals to report any accidents or near misses to staff.

## **Dogs**

We permit well-behaved dogs . You must tell us at the time of booking if you wish to bring a dog to one of our properties.

Dogs must be on a leash at all times when outside of the grounds of the barn. The surrounding land has grazing animals and ground nesting birds.. We recommend all guests familiarise themselves with the Countryside Code.

Guests must clean up any dog waste. Dogs are not permitted to go onto beds or upstairs.

No other pets are permitted.

## **Barbeques and Fires**

No uncontained fires (e.g. bonfires) are allowed anywhere in and around Height Gate. If we have a dry weather warning the fire pit and barbeque use may be restricted or banned during these periods.

Barn guests may only use the fire pit in the area specified by staff.

Guests may bring and use their own barbecues on site in the areas specified by staff. The use of disposable barbecues is strictly prohibited on site.

Cutting or damaging trees and other vegetation is strictly prohibited and we request that all guests respect the natural conditions of Height Gate and the surrounding areas.

## **Inclement Weather at Height Gate**

Please be aware that due to our location we can be negatively affected by ice, snow and high winds at certain times of the year. We will advise you about the local conditions and access to Height Gate prior to your arrival.

If we advise you that Height Gate is inaccessible we will offer you an alternative date if available or refund your booking. If however, Height Gate is accessible but your group cannot get there, we will retain all payments made.

## Your Responsibilities

- You are responsible for looking after the centre and its equipment during the period of hire and are expected to take good care of it.
- You are advised to check on arrival and report any shortcomings, damage or missing items immediately to a member of staff.
- You must report and pay for any damage caused to the unit or for equipment lost, damaged, broken or stolen during the occupancy. Unsuitable substitutes are not accepted.
- All the equipment, utensils etc. must be left in a clean condition at the end of the hire period. A reasonable charge will be made by us if any excessive cleaning is required.
- Please ensure that all gas cookers, lights and heaters are switched off, doors and windows are secured, rooms are left clean and tidy and waste bins are emptied, before leaving the site. Theft or damage caused as a result of leaving the site insecure etc. will be claimed back by Height Gate.
- A damage and cleaning deposit may be requested for certain types of groups. This is refundable providing the site is left in a reasonable condition.
- Do not remove keys from the site. If you lose keys you will be charged for the replacement of all locks covered by these keys.
- If you want to use the services of a third-party supplier (e.g. outdoor instructors, chef etc.) we must be notified by email beforehand. We do not accept liability for the activities of these third-party suppliers and you are responsible for their actions while on site.

## Your Conduct

As there are neighbours close by please be considerate of them and follow our [Code of Conduct](#).

We reserve the right to decline a booking or refuse to hand over the accommodation to any person or group where, in our opinion, facilities are unsuitable for the hirer or any member of the hirer's party without liability on either side. This includes any group who have not informed or misled staff as to the intended use of the site and buildings.

If you or a member of your party fails to comply with these terms and conditions, your booking may be terminated and you will be asked to leave. If you refuse to leave or enter the site and/or accommodation after this time you will be trespassing. No whole or partial refunds will be made if your party is asked to leave under these circumstances.

We reserve the right to repossess the accommodation at any time where damage has been caused, or in our opinion, is likely to be caused, by you or any member of your party. In such cases we shall not be liable to make a refund of any portion of the hire fee paid.

The use of, flammable liquids/gases, fireworks, smoke machines, dry ice machines, camping stoves and firearms is strictly prohibited. Use of such items may result in the party being asked to leave immediately, without refund of any portion of the hire fee.

If oxygen cylinders are required due to a health condition, please let us know how many and where they will be used. In the event of a fire you must inform the fire authorities of their location.

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