

**Away From It All holidays  
Mothers' Union Diocese of Coventry  
Registered Charity No. 250129**

**Booking conditions for  
Mothers' Union  
Away From It All holidays**

**If Mothers' Union is able to offer you a holiday, we want you, those who may be on the same holiday site with you, and those who go after you, all to have a great time. For this reason, all applicants are asked to agree to the following conditions:**

**Before the holiday**

- If, potentially, Mothers' Union is in a position to offer you/your family a holiday, your application will need to be supported by someone who knows you/your family in a professional capacity. They will be asked to read through the application form, and to complete a separate form confirming their endorsement of your application. Mothers' Union may contact your referring agent to seek clarification about any aspects of the application.
- If your circumstances change after completing the application, Mothers' Union reserves the right to withdraw the offer of a holiday. Applicants and their referring agents must contact Mothers' Union in order to discuss any change in circumstances.

**During the holiday**

- Only those named on the application form/s can attend the holiday – no other adults or children can reside in the holiday accommodation.
- No one should visit the applicants at the holiday venue, unless this has been agreed in advance with Mothers' Union (or an agent they nominate) and the referring agent, and then confirmed in writing before the holiday starts.
- The holiday residence should be treated with respect, and left in the condition it was found.
- Any site regulations should be adhered to.
- Site staff, fellow holidaymakers and members of the public should be related to courteously, so that everyone has an enjoyable holiday.
- Children should be supervised appropriately at all times.
- Any damage must be reported to Mothers' Union, or the person/agent whom Mothers' Union nominates. (Mothers' Union member through whom the holiday is arranged will advise applicants how to contact Mothers' Union).
- If any serious problems develop during the holiday, Mothers' Union and site staff (if applicable) should be advised.

## **Mothers' Union reserves the right to:**

- Withhold any deposit, which was paid, and seek compensation from the individual/family for any damage to property or personal injury sustained.
- Withhold any deposit which was paid if individuals/families fail to go on the holiday without EITHER giving adequate notice (four weeks prior to the start date of the holiday), OR provide an appropriate, verifiable explanation as to why, at the last minute the individual or family were unable to go on the holiday (eg ill health, etc).
- Ask any family group who are not adhering to these booking conditions during a holiday to leave the holiday venue.

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