

Notes for Residential Group Leaders

1. Tariffs

- 1.1 Tariffs are as set out in the Tariff sheet. The minimum group number for sole use of the house is 10. If the group wishes to have sole use of the house and the group size is less than 10, you will still be invoiced for 10 people. If you expect your group to be less than 10 and you are willing to share the house with other guests, then the invoice will be per person.
- 1.2 If your group is staying for only one night, a single night supplement of £20pp will apply.
- 1.3 When you wish to confirm your booking, please complete the booking form as far as you are able at this point (we appreciate numbers may vary slightly but a rough idea is helpful + see above for minimum) and return to us with the deposit of £100.
- 1.4 8 weeks before your stay, 50% of the balance is due. This is non-refundable.
- 1.5 Final payment is due prior to departure; we will provide an invoice at this point (or sooner if required). It is the responsibility of the group leader to collect fees from individual participants.
- 1.6 Payments: can be made using either a BACs transfer (our details are included on the booking form), cheque or cash. **If using BACs transfer, please include the name of the group as your reference.**

Please note, BACs transfers are preferred (sadly our bank left Hawick and only visits with a mobile for an hour twice a week!).

- 1.7 Tariffs for children are as follows:

Under 1 year	Free
1-2 years	£6.00/night
3-5 years	25% of adult rate
6-9 years	50% of adult rate
10-12 years	75% of adult rate
13-16 years	85% of adult rate

2. Booking Procedure & related documents

- 2.1 You will have made an initial enquiry by the time you read these notes and may have a provisional date agreed with us. Please note your booking is not confirmed with us until we are in receipt of both your completed booking form and your deposit.
- 2.2 A booking form and room allocation sheet will accompany these notes. Nearer the time we will agree a menu with you and request you provide us with a copy of your programme. Please use the booking form to advise us of any dietary requirements or additional needs

relating to children (cots, highchairs). Please return the completed room allocation sheet to us at least 7 days before your event.

3. Bedrooms

- 3.1 You will see from the room allocation sheet that we have 12 bedrooms in all, spread over 3 floors. All bedrooms have en-suite bathrooms. On the ground floor we have 2 twin disabled access rooms with orthopaedic beds. On the first floor is the Buccleuch Suite which can be configured to one large double bed, or made up as a twin room. The Suite also has 2 chairs which can be pulled out and provide 2 further beds to make this a family room, the bathroom has both bath and shower and there is a small kitchenette with fridge and microwave. There are 4 further double/twin bedrooms on the first floor (rooms 2, 3, 4 & 5). On the second floor, we have 2 single rooms (7 & 8) 1 double room (9) and 2 double/twin rooms (6 & 10). Rooms 6 & 10 have baths; the rest all have showers.
- 3.2 The bedrooms are all equipped with: drink making facilities, hair-dryers, hot water bottles and spare pillows and blankets. Towels, shower gel and shampoo are all provided.
- 3.3 We are not sufficiently staffed to offer servicing of rooms, but we leave a tray of refreshment refills out on reception along with clean mugs which guests can help themselves to any time. If bins need emptying or if anyone runs out of anything else, do please let us know.

4. Meals

- 4.1 Breakfast, lunch and evening meals are all served in the dining room. Morning coffee and afternoon tea will be set out on the table in the hall if required. Timings are usually as follows:

8.30am	Breakfast (Monday-Saturday)	9am Sunday
11am	Coffee	
1pm	Lunch	
4pm	Tea	
6.30pm	Evening meal	

If your group requires adjusted times, please discuss this with us prior to your stay and we will endeavour to facilitate you.

- 4.2 Content:

Breakfast comprises the following: Cereals, yoghurt, mixed fruits, orange juice and home-made bread/toast, in addition to a cooked breakfast of bacon, egg, sausage, tomato and mushrooms; tea and coffee are also included.

Lunch is usually home-made soup + our home-made granary bread, served with either cheese, pate or humous – or a combination.

You may wish to arrange for packed lunches ahead of your stay if your group wishes to be out and about exploring local Border towns and abbeys during the day, or just wanting the flexibility. These are usually made up after breakfast and available from 10.30 and consist of a round of sandwiches (ask for our sandwich fillings list), a juice carton/bottle of water, a bag of crisps, piece of fruit and a portion of cake.

Afternoon tea is served with home-made cakes.

The evening meal consists of a 2 course home-made dinner, with the menu agreed with the group leader prior to the stay. Please ensure you advise us of any dietary requirements at your earliest convenience, and before we contact you with a proposed menu plan.

- 4.3 Unless otherwise advised, we will set up the dining room as one large table of a size to accommodate your group. If you would prefer several smaller tables for meals (eg for a silent retreat), please contact us to discuss this at least one week before your arrival.
- 4.4 Additional meals may be provided by prior arrangement (at least 7 days' notice) for non-resident guests joining your group for the day (or just for a meal).

5. Facilities for groups

If your group has sole use of the house (ie: there are 10 or more in the group), you have the lounge, dining room, chapel, snug, conservatory, art room, annexe kitchenette, reading area and grounds to yourselves.

We will light the fire in the lounge during winter months on request. If your group wishes to have it going during the day time as well, this may incur an additional charge.

In addition, if required we can also provide a flipchart and pens, projector and screen, TV and DVD player.

You are welcome to alter the layout of the rooms (with the exception of the dining room) to suit the needs of your group, but we do request you return it to the layout you found it in before you leave.

If your group requires a large amount of furniture movement before arrival, we reserve the right to make a charge to cover the additional staff time required to this.

6. Arrival and Departure

- 6.1 Please arrange with your group members for arrival to take place between 4-5pm. We have a small staff at Whitchester which means if guests arrive earlier than this, the house may not be ready, and if later, we are cooking your evening meal!
- 6.2 On departure day, please ask your group to vacate rooms by 11am and leave used towels and bathmats outside their bedroom door before they come down for breakfast. It is also very much appreciated if beds can be stripped before vacating rooms, but we appreciate this is easier for some than others and it is not a requirement.
- 6.3 Please ensure room keys are left on reception desk (if used), and remind group members to check they have not left charging leads in their rooms, or toiletry items in their bathrooms.

7. Directions & Parking

We find that sometimes SatNav systems can take people on a very long and circuitous route! We're easy to find the old fashioned way. We are 2 miles out of Hawick off the A7 to Carlisle, on the B711 road to Robertson, first property on that road on the right, just past the sign saying 'Borthaugh'. If you get to the farm, you've gone too far!

Guests are requested to park at the right hand side of the house as it faces you. There is usually a warden car at the end, if guests can park at the same angle as this one, this usually makes maximum use of the space available. PLEASE DO NOT BLOCK IN THE WARDEN CAR!

NB: If your group will be staying on a Thursday, we may request cars are moved to allow access for the linen hire van.

Disabled parking is to the left and rear of the house, by the Annexe. For large groups it may be necessary to park at the front of the house as well, but we try to keep this area clear so guests can enjoy an uninterrupted view of the garden.

8. Cancellation fees

Cancellation with a minimum of 4 months' notice	No fee – refund of deposit
Cancellation with less than 4 months' notice but more than 12 weeks' notice	Loss of deposit
Cancellation with less than 12 weeks' notice but more than 8 weeks' notice	25% of full fee
Cancellation with less than 8 weeks' notice but more than 4 weeks' notice	50% of full fee
Cancellation with 4 weeks' notice or less	75% of full fee

- 8.1 If a member of your group is unable to come at late notice due to developing Covid symptoms, we will not charge you for their stay.
- 8.2 If a number of group members become unwell at short notice, but there is still a number able to come, we reserve the right to revert to the conditions set out at 1.1.