

Booking, payment & key process

- Once a booking request has been received a booking form will be emailed to you. Your provisional booking will be logged on the County Website, but the booking will only be confirmed when the completed form **plus** deposit has been received. Your provisional booking will be held for a period of one month, if no booking form and deposit is received you may forfeit your dates should another group make an overlapping request. When your booking form and deposit has been received you will receive a confirmation email.
- Payment for both deposit and balance should be by BACS. If you do not have BACS facility then please contact catterburnbookings@girlguidingdunbartonshire.org.uk for alternative arrangements.
- Payments by BACS can be made direct into the Dunbartonshire Catterburn Fund:
Sort Code 80-08-98
Account number 00301182
Bothy Deposit = £30 per night / Campsite deposit = £100
- Please ensure the pay-in is in your Unit name with an indication of the event date. For example – 3rd Campsie Guides who had booked 1st-3rd April would be – 3rdCamG1.4.26. An email must then be sent to catterburnbookings@girlguidingdunbartonshire.org.uk with the breakdown of the payment e.g. deposit, balance, souvenirs, activities etc.
- **2/3 days before your stay the Code for the secure key box will be e-mailed to you** providing access into the building(s) you have booked.
- At the end of your stay someone may come to check you out or complete a post check out review. Please ensure that the checkout time given on the booking form is when the building will be ready to be inspected and not when the girls are being picked up. **Give the checkout person the key or secure in the lock box** – please note there would be a charge for any lost keys.
- Pay your balance and any souvenirs and activity charges into Catterburn account within 7 days of the end of your event. **If balance payment is not received within the timescale this will be escalated via your District/Division Commissioner.**
- Should it be necessary for you to cancel your booking within 6 weeks of the start date of your stay
- you will lose your deposit unless the time can be reallocated to another Unit, or you can rebook for a different event