**(Sent at provisional booking stage)**

**Subject line: Confirming your residential booking**

**Your provisional booking**

Thank you for your provisional booking, we can’t wait to welcome you to our centre for your residential trip! These dates will now be reserved for 14 days.

**How do I confirm my booking?**

Your booking will be confirmed once you have signed and returned your Booking Confirmation Agreement. You can sign this electronically **here.**

We will then issue your deposit invoice.

* If you have booked for less than 120 Days Prior to Arrival Date – Full payment will be invoiced.
* If you have booked more than 120 Days prior to Arrival Date – 30% deposit payment will be invoiced.

Once the invoice is issued you have 30 days from date of issue to make payment.

Terms and Conditions of your booking can be found here:

If paying by BACs – **Sort Code: 30-91-92 (Lloyds Bank)**

 **Account Number: 55577760**

If paying by Cheque – Please make cheques payable to **Edsential CIC.**

Conway Centres

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**(Sent once booking confirmation signed and deposit invoice payment received)**

**Subject line: Thank you for your booking!**

Thank you for confirming your booking with us here at Conway Centres.

We are looking forward to welcoming you to our centre soon. As your booking is now confirmed, we wanted to share with you our teacher guide which includes introducing Conway Centres to parents, everything you need to prepare prior to your residential and what to expect next.

If you have any questions in the meantime, please don’t hesitate to get in touch.

Conway Centres

Course Leader pack

Presentation

**Subject Line: Reminder: Final numbers and payment due in two weeks…**

We hope you are well and all of your planning is going well for your residential! We wanted to send you a reminder that your final numbers and payment is due in two weeks’ time.

We look forward to receiving your final numbers soon

Conway Centres

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Only send if haven’t received final numbers**

**Subject Line: Your final numbers and payment is due**

Not long to go until your trip, we hope everyone is looking forward to their visit.

As you are busy getting everything together, all we need from you at this stage is your **final student and staff numbers.** We require **final numbers** so we can plan and prepare for your arrival and stay with us.

Once we have received this we will issue your **balance invoice.** Once the invoice is issued you have 30 days to make the payment.

**What’s next…**

* **Accommodation plan & room lists**– Room List templates and PEEP templates can be found **here**. We require your accommodation plan along with room lists to be completed and returned by 60 days prior to arrival. For operational reasons accommodation is only finalised once we know your final numbers.
* **Programme, group & medical lists issued** – We will send over your programme with activity group lists to be completed and returned by 60 days prior to arrival**.** Group List templates can be found **here.**
* **Dietary details form issued** – Dietary details form can be found **here**. These will need to be completed and signed 60 days prior to arrival.

We look forward to welcoming you soon!

Course Leader Pack APPENDIX

Accommodation Plans

Conway Centres
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Only send if provided final numbers**

**Subject Line: Thank you for providing your final numbers!**

Thank you for providing your final numbers. We have now issued your final balance invoice. You have 30 days to make this payment.

**What’s next…**

* **Accommodation plan & room lists**– Room List templates and PEEP templates can be found **here**. We require your accommodation plan along with room lists to be completed and returned by 60 days prior to arrival. For operational reasons accommodation is only finalised once we know your final numbers.
* **Programme, group & medical lists issued** – We will send over your programme with activity group lists to be completed and returned by 60 days prior to arrival**.** Group List templates can be found **here.**
* **Dietary details form issued** – Dietary details form can be found **here**. These will need to be completed and signed 60 days prior to arrival.

We look forward to welcoming you soon!

Course Leader Pack APPENDIX

Accommodation Plans

Conway Centres

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Subject Line: Reminder: Room, group, medical and dietary lists are due in two weeks**

**2 months until your residential…**

**Accommodation plan, medical lists and dietary details are due**

Our team are looking forward to welcoming you to our centre very soon!

As your residential is just 2 months away, we wanted to email as we now require the following information…

* **Accommodation plan & room lists**
* **Group & medical lists**
* **Dietary details form**

If you have any questions, please don’t hesitate to get in touch.

Conway Centres

**Subject Line: 1 week to go!**

Only 1 week until your visit to Conway Centres: Centre! We hope everyone is looking forward to their visit. If you have any questions before your arrival, please don’t hesitate to get in touch.

Before you set-off en route to us if you could (or your school or organisation office) give the centre a call to advise us that you’re on your way and when to expect your arrival that would be fantastic.

The centre number is \_\_\_\_\_\_\_\_\_\_\_\_. We advise that you have this centre number with you whilst you are on your way, in case you incur any delays.

In the meantime, if there is anything you need please let us know, otherwise we look forward to seeing you next week!

Conway Centres

Centre Phone Numbers

Anglesey – 01248 714501 (option 1)

Tattenhall – 01829 770223 (option 3)

Burwardsley – 01829 770424

Delamer – 01928 740393