

## Terms and Conditions Booking, cancellation fees and pricing

### ( 4 page document Updated – January 2023)

- All Bookings made by either telephone or email shall be deemed as 'Provisional' bookings. After making a booking you will be sent a provisional booking invoice – please check this carefully and notify us of any discrepancy immediately
- Provisional Bookings will be held for 4 weeks or until a deposit is received (whichever happens first); please note that if a deposit is not received within the 4 week period we may cancel your booking without notice.
- All deposits are a non-returnable booking fee that is deducted from your final balance. In the event of cancellation by the customer, it is non-refundable. By paying a deposit you are accepting the terms and conditions as laid out here and your booking is confirmed.
- In the event of cancellation by a paying member after a deposit is paid, Skreens Park reserves the right to charge up to the full price for the facilities booked. In the event of cancellation the following charges apply

More than 60 days before the event – loss of deposit

60 – 31 days before the event – 50% of total cost

30 – 8 days before the event – 75% of total cost

7 – 1 days before or no show – 100% of total cost

Cancellations must be made in writing or by email to Skreens Park Activity Centre with the date of delivery deemed the date of notification. The percentages listed above relate to the total cost of the booking. However the deposit will be forfeited in full even if it should be more than the subsequent total due. We suggest that you may want to arrange your own cancellation insurance particularly for large bookings.

- Charges are subject to change and not necessarily those that were current at the time of making the booking. Please check with reception for up to date price information. Price increases are normally made on an annual basis on or around 1<sup>st</sup> January.
- Skreens Park reserves the right to cancel, alter or delay any camp or activity where forced to do so by circumstances out of our control, such as illness, weather, or any situation that we believe would put participants or employees in danger.
- All evening visits and activity only bookings must be paid at least 1 week in advance

### **Indoor accommodation**

Groups hiring our indoor accommodation are asked to note the following

- No bedding is provided
- No cleaning consumables are provided
- All buildings are non smoking
- Electricity is included in the price of building rental, however excessive usage is chargeable, this includes powering inflatables such as bouncy castles, electric barbeques or other equipment from the buildings power supply. The group leader should contact reception prior to using such equipment to arrange a suitable fee, failure to pre arrange this fee will result in a charge of £25.00 per day.
- We do not provide first aid kits in any of our buildings.
- We reserve the right to charge groups who do not leave buildings as they found them or cause damage to buildings or equipment.
- You must notify reception as soon as possible if you find anything dirty or damaged so that we can clean or replace things.
- Whilst we endeavour to provide the campsite that you requested we reserve the right to offer an alternative site if conditions or circumstances indicate
- We reserve the right to charge groups who do not leave camp sites as they found them or cause damage

### **General information**

- Responsibility for the supervision and welfare of the group remains with the responsible adult notified on the booking form.
- Group leaders should report to reception on arrival to sign in.
- The site speed limit is 5mph. Please ensure all adults in your group are aware of this, including those dropping off or collecting.
- Only vehicles carrying large amounts or heavy items of equipment may drive on the campsite.
- Drop off and collections are to be to/ from the car park only, parents/ carers must not drive on to the camp site.
- All cars should be parked in the car park during your stay
- Please observe the noise curfew between 10.30pm and 7.30am
- Please ensure that no campers pass through other groups sites
- Radios and music speakers are generally discouraged so please ensure that if used they are kept to a volume level that cannot be heard from any neighbouring sites, and are turned down if requested by other site users or site staff
- Please seek authorisation from reception prior to the use of amplified music or voice.

- Please ensure that the language used by and actions of your group and its members are appropriate for a Scout campsite, at all times.
- The adult named on the booking form is responsible for the group's first aid
- We do not provide first aid kits, needle-disposal areas or clinical waste disposal
- Please do not dig any pits in the camping areas.
- All rubbish is to be disposed of in the recycling bins or the refuse skip in the car park near the entrance
- The disposal of large amounts of rubbish i.e. old tents etc is not permitted.
- Firewood is available from our wood pile, please only take what you need and return any unused wood to the wood pile at the end of your camp.
- Ground fires are not permitted, all fires must be on a purpose built fire area or in an alter fire.
- Alter fires are available for a charge please ask in reception if you require them.
- Please do not dispose of ashes in waste bins or in hedges – these are to be brought to the works area bonfire site – please ask at reception for directions

### **Use of photography and other recorded media**

- We occasionally take pictures and videos for Screens Park promotional purposes including, but not limited to, online, printed material and press releases. If a member of your group does not wish to appear in such materials please let us know.
- If you have a complaint please notify us as soon as possible, in order that we can find a satisfactory solution.
- In the event that you are not satisfied with the event please write to the centre manager within 7 days of your event.

### **Activities**

- Groups who fail to arrive at a pre booked activity will be charged the full amount for the session
- Certain activities are restricted use and require either the relevant scout or guide permit or NGB award

The following are the minimum NGB qualification requirements for activities

. Air Rifles NSRA National Youth Proficiency Scheme Diploma

Archery - Archery GB or Scout Archery Permit

Kayaking/ Canoeing BCU Level 1 Coach, Paddle Sport Instructor, or Scout Permit and letter from DC, FSRT,

Climbing/Abseiling MLT Single Pitch Award or MLT Climbing Wall Award, relevant Scout or Guide Permits.

High Ropes and Linear Course – ERCA Adventure and High Ropes Qualification or in house Certification by MIT instructor

- Failure to provide the correct valid permit or NGB award may result in refusal of the use of Skreens Park equipment.
- Damage to equipment may be charged for up to the full cost of replacing equipment, please notify us of any damaged equipment so that it can be taken out of service.

### **Special Offers**

- Special offers may be subject to additional or different terms and conditions than those above; these will be listed on that particular promotion.
- All offers will be limited to availability and on a first come first serve basis.
- No offer can be exchanged for cash or any other product or service.
- Offers cannot be used in conjunction with any other offer or discount.

### **Child protection**

- The Scout Associations yellow card rules apply at all times; please enquire in reception if you require a copy of this.
- All leaders must ensure that all adults (over 18's) have followed the checking procedure as laid out by their own organisation. All adults staying overnight with Scout groups must be Scout Association DBS cleared. Failure to comply with the above terms and conditions, aggressive or noisy behaviour may result in your group being removed from the campsite with immediate effect whatever the time of day. The local police will support us in this action