Terms and Conditions of Booking

Definitions

Booking Confirmation :: Acknowledgement that Services have been ordered or requested
Charges :: The amounts charged for the Services booked, identified in the list of charges for the booking and detailed in the invoice
Drum Hill Scout Camp, We, Us, Our :: The service or product vendor, as identified on the invoice for the Services
POR :: Policy, Organisation and Rules
Service, Services :: The services being booked, as described in the list of charges for the booking
You, Your, Customer :: The group or person making a booking for Services from Drum Hill Scout Camp

Terms and Conditions

Acceptance of Booking Conditions
Bookings are only accepted on the basis that You agree to abide by both Our terms and conditions of booking and the general site rules (which are found in your welcome pack).

Additional Charges
Any additional charges incurred by Us may be passed on to You. This includes, but is not limited to, additional bank charges for bounced cheques, charges associated with collection of unpaid fees or any damages caused to Our equipment or facilities, except by fair wear and tear.

Additional Requirements
We welcome and recognise that a percentage of participants using Our site and facilities may have additional requirements. We would ask that You make these clear to Us at the time of booking so that We are able to better meet these additional requirements where appropriate. This may include, but is not restricted to, bringing in additional safety equipment for activities such as climbing and abseiling or locating You in a more suitable pitch on site.

All such information is treated in the strictest confidence and will only be shared with the appropriate members of Our service team (eg, the instructor in charge of Your activity sessions and/or the duty service team member during Your stay).

We reserve the right to refuse participation to anyone if in Our opinion it is unsafe for them to participate for what ever reason. In such cases, no refunds will be offered.

Arrivals and Departures
Our service team members are all volunteers. Arrivals outside of these times are only allowed by prior arrangement with Our booking secretary.
Monday: Arrivals from 6pm, Departures by 9pm
Tuesday: Arrivals from 6pm, Departures by 9pm
Wednesday: Arrivals from 6pm, Departures by 9pm
Thursday: Arrivals from 6pm, Departures by 9pm
Friday: Arrivals from 6pm, Departures by 9pm
Saturday: Arrivals from 7am, Departures can be arranged at any time during the day
Sunday: Arrivals from 7am, Departures by 4pm

Upon arrival, please come to Our reception on the top car park where a member of the team will be happy to show You where You are staying. If the reception cabin is closed, please use the phone in the green box on the side of the reception cabin to contact a member of the service team who will then come to meet You.

Booking Procedure
Whilst We are a scout facility, We are also able to accept bookings from other recognised youth organisations and educational groups. We are unable to accept bookings from anyone else.
A provisional booking may be made by contacting Our bookings secretary or by using Our online booking system.
The details of Your booking will be emailed to You. Your booking will be provisional until receipt of applicable deposit, which we will confirm by email.

Cancellation
In the event of cancellation by You, deposit payments are non-refundable.
in the event of cancellation by You within 30 days of Your arrival, the full outstanding balance is also due.

In the event of cancellation by Us, any monies paid will be refunded in full.

Child Protection Policy
We follow the child protection policies set out in POR by the UK Scout Association.

Conduct
Conduct that is considered to be disruptive, contrary to good order or prejudicial to the interest of safety may result in the removal of individuals or groups from the site. In this instance, We accept no liability and no refund will be offered.

Damages
In the event of any damages caused to any of Our property or equipment, except by fair wear and tear, You will be charged the full replacement or repair cost.

Data Protection
We adhere to the data protection policy defined by Derbyshire County Scout Council, a copy of which can be found at https://www.derbyshirescouts.org/privacy

Errors and Omissions
We endeavour to keep published prices and other information up to date but reserve the right to alter them at any time. You will be advised of any price changes or other relevant changes when your booking is processed.

Force Majeure
We are not liable for any delays or cancellations of Service caused by circumstances beyond Our reasonable control. This includes, but is not limited to, acts of God, political intervention, war, act of hostile force, riot, civil disturbance, fire, flood, dought, accumulation of snow or ice or adverse weather conditions, failure of power supply, failure of plant or equipment and presence of hazards due to defective structure.

Illnesses, Injuries and Accidents
All injuries and illnesses requiring medical assistance beyond Your first aid capabilities must be reported to a member of Our site staff. You must also follow Your organisations procedures for reporting of accidents.
Any collisions involving vehicles must be reported to a member of Our site staff.

Important Notice regarding Air Rifle Shooting
All persons under the age of 18 years must have written consent from their Parent/Guardian before undertaking any activity involving fire arms (as defined in Rule 43.8 of Policy Organisation & Rules). You understand and accepted that: the named person in charge of the booking will undertake to ensure that all under 18s taking part in Air Rifle Shooting activities have this written consent from a parent/guardian.

Insurance and Loss of Property
Whilst We hold Our own public and employers liability insurance, You are advised to take out additional insurance to cover the risk of accidents, loss or damage to personal possessions, illness and cancellation.

We accept no responsibility for damage, loss or injury unless it can be shown that an employee, servant, volunteer or agent has been negligent by act or omission and that this was the

cause of the loss or injury.

Lost Property
We must be informed of any lost property items within 7 days of your departure. Any items found on the site are kept in Our reception, but disposed of after 7 days.

Obligations of the Customer
You agree and accept that You shall:

1. Ensure that all information provided to us is true, complete, accurate and adequate
2. Promptly inform Us of any changes to any such information
3. Provide any additional information which We may reasonably require as soon as possible
4. Confirm the accuracy of information held by Us promptly following any request

Payment Terms
Deposit payments are due within 30 days of making your booking.

Balance payments are due prior to departure.

Payment reminders are sent out every month for any outstanding payments. Drum Hill Scout Camp reserves the right to charge statutory interest on any outstanding balances, in line with UK Law.

All Charges to be paid by You shall be paid in full without deduction or withholding. You shall not be entitled to assert any credit, set off or counterclaim against Us in order to justify withholding payment of such amounts in whole or part.

Payments
Bookings for Accommodation Buildings:
A 50% non-refundable deposit is required to secure your booking within 30 days of making the booking.

Bookings for Camping:
A 20% non-refundable deposit is required to secure your booking within 30 days of making the booking.

For all bookings, the full outstanding balance is due prior to departure.

Payment Information can be found at the bottom of every invoice, and also in confirmation emails.

Photographs
We occasionally take photographs for Our own publicity purposes. This might include, but is not limited to, displays at events, for Our newsletter or for Our website. If any of Your members do not have permission to photograph from a parent/guardian for such purposes, please let Us know when making your booking.

Physical Fitness
It is the group leader's / teacher's responsibility to ensure that the participants have an adequate level of fitness to undertake any activities on site. If You are unsure or have any concerns, please raise these with a member of the instructor team prior to participation, or by contacting Our booking secretary who can pass on any questions / queries to an appropriate instructor.

Risk Management
All activities are assessed for risk and reviewed regularly. Specialist equipment is provided where necessary and is fit for purpose. All equipment is checked regularly and inspected as part of Our safety procedures.

Safety Statement
Safety is paramount in all outdoor and adventurous activities. We ensure Our safety management system is Our top priority. We have robust risk and safety management systems in place, which are evidenced in a number of ways.

Staff Competence
All members of Our service team are trained and qualified to the appropriate levels as determined by the UK Scout Association as a minimum. Some of Our activities staff hold national governing body level qualifications in additional to this.
It is however Your responsibility to provide suitable and adequate supervision for the young people in Your group.

Statement of Assumed Risk
Outdoor and adventurous activities often involve learning new skills in unfamiliar environments. Both participants and persons with supervisory responsibility must accept an element of risk. To minimise risks, We have developed a safe system of work and regularly risk assess our activities.

Clear instructions are given by our instructor teams, and in our welcome pack, regarding measures that must be taken in order to minimise any risks as far as possible. These may include, but are not restricted to, removing jewellery, rings, chains, earrings etc and tying long hair back.

Supervision of Participants
It is Your responsibility to provide adequate and suitable supervision for the participants in Your group during your stay. We accept no responsibility for the general supervision of Your group while on site.

During instructor lead activity sessions, the instructor in charge of the session is responsible for ensuring the safety of the participants undertaking the activity, but it is still Your responsibility to provide general supervision for the group (eg, for the members of the group queuing for their turn).