



## Terms and Conditions – Scout Adventures Events

The following Terms and Conditions apply to all bookings made for all Scout Adventures Events and by making a booking you are agreeing to and accepting the following

### 1. DEFINITIONS

“Activities” – means those Scouting Activities taking place as part of any Scouting Event’s programme.

“Scouting Event(s), Scout Adventures Event(s), Event(s)” – includes Gilwell 24, Gilwell Reunion, Scarefest (all at Scout Adventures Gilwell Park), JOTA/JOTI (at Scout Adventures Gilwell Park and Scout Adventures Youlbury), Wintercamp (at Scout Adventures Gilwell Park and Scout Adventures Hawkthirst), Fundays (at Scout Adventures Gilwell Park and Scout Adventures Woodhouse Park), and Intense (at Scout Adventures Woodhouse Park),

“Booking Purchaser” includes the individual and/or party making the booking on behalf of a group or individual.

“Ticket User” means any individual and/or individuals using the ticket to attend the event. The Ticket User may include the Booking Purchaser where relevant.

### 2. BOOKING PROCEDURE

#### 2.1 Charges and payments

- a) When a booking is made, in the first instance, it is regarded as a provisional booking until we send you the *Confirmation of Booking* email. Please note, a booking will only be deemed as fully confirmed once the payment received has been cleared. Full payment is due directly after completing the booking process.
- b) Payments can be made:
  - Online via Cinolla (using Sagepay)
  - By cheque: It is the Booking Purchaser’s responsibility to ensure that the cheque made payable to ‘The Scout Association’ and that it is sent to and received by Scout Adventures. The booking reference number needs to be indicated on the back of the cheque.
  - By credit/debit card: It is the Booking Purchaser’s responsibility to contact the respective Scout Adventures reception desk to pay by debit/credit card.
- c) Tickets are sold subject to the management’s right to alter or vary the Event’s programme due to circumstances beyond its reasonable control without being obliged to refund monies or exchange tickets. This can include change to publicized Activities

#### 2.2 General booking information

- a) All bookings are subject to Policy Organisation and Rules of The Scout Association (POR) which can be viewed here: <http://members.scouts.org.uk/supportresources/search?cat=480%22>
- b) The Scout Association (TSA) reserves the right to cancel bookings which have not been paid for, without notifying the Booking Purchaser.
- c) The Booking Purchaser is responsible for checking all booking details as mistakes cannot always be rectified later and any required changes are subject to adequate notice and availability.
- d) We reserve the right to cancel bookings which we reasonably believe to have been made improperly and/or in breach of POR.
- e) It is the responsibility of the Ticket User to check whether an Event has been cancelled and the date and time of any rearranged Event. If an Event is cancelled or rescheduled, we will use reasonable endeavours to notify Ticket Users of the cancellation. TSA cannot guarantee that Ticket Users will be informed of such cancellation before the date of the Event. Ticket Users are advised to read any additional information published on the Event website before attending the Event.
- f) Whilst every effort is made to honour your booking as it was at time of confirmation, Scout Adventures reserves the right to make changes where necessary. On these occasions we will inform you of any changes as early as possible and allow you the option to cancel the booking without penalty.
- g) The management reserves the right to refuse admission should there be any breach of the POR.
- h) Tickets may be restricted to a maximum number per person. TSA reserve the right to cancel tickets purchased in excess of this number.



### **2.3 Changes and cancellations**

- a) Any changes to or cancellation of a booking must be confirmed in writing or will not be valid. Cancellation charges might apply to items booked – including catering (where applicable), campsites, indoor accommodation and Activities.
- b) The Booking Purchaser is entitled to cancel the booking in total or for any party member(s) subject to the Booking Purchaser providing TSA with written notice and paying the following cancellation charges:
  - Up to 120 days before Event = 0% of the total bill
  - Up to 61 days before Event = 50% of the total bill
  - 60 days or less before Event = 100% of the total bill
- c) It is the Ticket User's responsibility to pay for any amendments to the booking made on site immediately. This includes adding participants or purchasing pre-booked meals and merchandise etc. The offer of additional catering and/or merchandise item is subject to availability.
- d) There is no obligation for TSA to provide refunds. Refunds will be considered at the sole discretion of TSA and will be dealt with on an individual basis. Changes to the Event programme are covered in section 2.1.c of these terms and conditions and will not necessarily be considered just cause for a refund in the majority of cases.

## **3. TERMS OF USE**

### **3.1 Use of Centre Facilities and Services**

- a) On arrival the Ticket User must check in at reception as soon as possible.
- b) Upon arrival, up to 3 additional people per group can be checked in (except JOTA/JOTI). The payment will be processed directly by our Reception Team.
- c) Groups visiting a Scout Adventures site agree to abide by TSA's Health & Safety and Child Protection policy. Copies of this information is available on request. It is the Ticket User's obligation to ensure this is read and understood prior to arrival by all members of his party.
- d) Use of the centre and facilities is subject to your agreement to follow the "site rules" which includes taking all reasonable steps to minimise disturbance to other guests. Site rules for specific centres are available on request. It is the Ticket User's responsibility to ensure that all members of their groups have been informed and understood the site rules.
- e) All groups visiting a Scout Adventures site agreed to follow all relevant statutes, safety announcements and venue regulations whilst attending the Event. Breach of any of these conditions or any unacceptable behaviour likely to cause damage, nuisance, and injury or bring TSA into disrepute shall enable the Event management to request you leave the Event.
- f) TSA reserves the right to charge groups for any damage caused to buildings and/or equipment caused by members of your group during your stay.
- g) TSA reserves the right to charge a cleaning fee if a group leaves any area in an unreasonable state of cleanliness.
- h) All itineraries and programmes are subject to alteration due to weather and/or operational factors. In this Event we will inform you as soon as is reasonably possible.
- i) All adults working for or on behalf of TSA, whether employee, contractor or volunteer are members of TSA staff team.
- j) Fireworks and amplified sound equipment may not be used on site at an Event without the permission of the Activity Centre.

### **3.2 Supervision of minors**

- a) Adults accompanying a group agree to act "in loco parentis" at all times and assume responsibility for all young people (i.e. a person under 18 years of age) in their group. Scout Adventures staff only provide instruction during Activities and must not be relied upon for the supervision of young people unless expressly agreed by them. It is both the Booking Purchaser and Ticket User's responsibility to be aware and inform other adults in their group of these requirements.

### **3.3 Property**

- a) We do not accept responsibility for the property of Event attendees. Whilst we will do our best to accommodate baggage and/or other belongings (please enquire at reception), any items deposited with us or left unattended on the premises are deposited and/or left at the owners risk and without any liability on the part of the Centre and/or TSA.

### **3.4 Vehicles on site**

- a) All vehicles must display the vehicle permits provided by TSA at all times.
- b) Where vehicles are causing an obstruction or are incorrectly parked, TSA reserve the right to tow such vehicles out of the way without the owner's express permission and will not be liable for any costs and/or damage caused as a result. Where unreasonable damage is caused to the site (including fields) by vehicles, TSA reserves the right to charge the vehicle owner or driver for such damage.



### **3.5 Duration of stay**

- a) The duration of stay is depend on the individual booking and can vary for each Event. The duration of stay is confirmed in the Confirmation of Booking email.
- b) Arrival and departure dates/times are shown in Information packs which will be made available approximately 4 week prior to the Event.
- c) It is the responsibility of the guest to ensure that their planned itinerary matches the arrival and departure time they have booked for. Arrival or departures outside of these times must be agreed in writing and may be subject to further charges.

### **3.6 Promotional and Marketing**

- a) At certain times Scout Adventures commission professional photographers and videographers to take pictures/videos at their centres for use in their promotional material. Ticket Users should be aware that on occasion they and their group might be photographed, filmed or audibly recorded (in addition to security CCTV systems) as members of the Scout or Guide Associations, for promotional purposes.
- b) It is the ticket User's responsibility to notify TSA prior to their visit if any members of their group do not want to appear in any such photography. It is advised to notify the Duty Manager at the respective centre upon arrival.

### **3.7 Force Majeure**

- a) TSA shall not be liable for any delay in performing or failure to perform any obligation or alterations and cancellations due to any cause beyond TSA's reasonable control including strikes, lock outs, labour disputes, acts of God, war, riot, civil commotion, terrorism, malicious damage, threats to safety, compliance with any law or governmental order, rule, regulation, or direction, accident, environmental contamination, pandemic, outbreak of disease, breakdown of plant or machinery, fire, flood, storm, difficulty or increased expense in obtaining staff, materials, goods or raw materials in connection with the performance of this agreement.

### **3.8 Insurance and Liability**

- a) TSA has legal liability insurance to cover its potential liabilities to visitors to its Scout Adventures sites and for participants in Activities.
- b) Users of Scout Adventures sites should consider whether they wish to obtain other insurances, such as cancellation or personal accident insurance.

### **3.9 Website**

- a) Copies of our Terms and Conditions can be found on our website <https://www.scoutadventures.org.uk/>

### **3.10 Complaints**

- a) Where you have a complaint about a service or facility provided by Scout Adventures you should contact the Event Manager or Event Coordinator in the first instance to discuss your concerns, using postal address below.
- b) Failing a resolution from the above, formal complaints should be sent in writing to the Commercial Director at the same address below, who will acknowledge receipt of the complaint within 3 working days. The response will include details of any next steps and/or any actions we intend to take.