

## Terms and Conditions

### Bookings and Deposits

- Provisional booking will be held on our booking system for 14 days from the date of enquiry.
- A booking is confirmed upon receipt of the deposit. The deposit is 20% of your booking fee and non-returnable. If a deposit has not been received within the 14 day provisional booking period your booking will be cancelled without notice. By paying a deposit you are accepting the terms and conditions as laid out here.
- In the event of cancellation, the following charges apply:
  - More than 60 days before event – Loss of deposit.
  - 60 – 31 days before date of event – 50% of total cost.
  - 30 – 8 days before date of event – 75% of total cost.
  - Less than 7 days before event or non-arrival – 100% of total cost.
- Cancellation must be made either through the online booking system or by e-mailing Woodhouse Park Scout Centre ([bookings@woodhousepark.org.uk](mailto:bookings@woodhousepark.org.uk)) with the date of notification being the official date of cancellation. The percentages listed above relate to the total cost of the booking.
- In the event of non-arrival, without cancellation, the full fee of the buildings/camping booked will be charged.
- Please arrange your own cancellation insurance, particularly for large bookings.
- Prices are subject to change.
- All bookings are payable 2 weeks in advance.
- If a group doesn't turn up for a booked activity there will be a non-attendance charge of £50.
- We reserve the right to cancel, alter or delay any camp or activity, where forced to do so by circumstances beyond our control, such as illness, weather, or any situation that we believe would put participants, staff, or volunteers in danger. This may be done with little or no notice.
- Amendments to reservations can be made however please note all reservations are subject to cancellation fees. Continual amendments may be subject to extra administration fees.

### Buildings

- Buildings should be left in the same condition they were on arrival and will be inspected after your departure. If the building is left in such a way that additional cleaning is required a minimum a charge of £50 will be added to your booking.
- Check-in time is 4pm. If you are on-site for activities beforehand a dry storage area will be provided for bags/ camp equipment. Access to buildings before this time is up to the discretion of the Operations Director or WHP staff.
- Check-out time is 12 am. If you are on-site for activities after this a dry storage area will be provided for bags/ equipment. Access to buildings after this time may be subject to an additional hourly rate.
- No Bedding is provided in the buildings.
- No cleaning consumables are provided in the buildings – please ensure you bring your own.
- No first aid kits are provided in any of our buildings.
- Kitchen utensils, pans, cutlery, and crockery are provided (full list available on request).
- Electricity, gas and water costs are included in the cost. However, all guests need to be mindful of usage whilst onsite.
- All buildings are no smoking. Please only use the designated smoking areas onsite.
- Damage: Any damage to buildings or missing inventory equipment will be charged to the group. The cost of this will be the cost of a replacement.

## Camping

- Please ensure that no litter or equipment is left behind after you depart.
- Ground fires are not allowed except in the campfire circle. Please ensure all other fires are in a raised alter fire.
- Please dispose of cold ash in the correct area. Please do not place hot ash in the bins and do not dispose of ash in the bushes or hedges.
- Firewood is available from the woodpile. Please use it conservatively and return any unused wood to the woodpile. Bags of wood are available to buy from Reception.
- Do not bring any treated wood on site (eg: pallets).
- We reserve the right to move your camping pitch if conditions so indicate.

## General

- We are a Zero Waste site. All rubbish must be removed by the user.
- Responsibility for the supervision, welfare and behaviour of groups remains with the responsible adult (camp leader).
- Please ensure that the language and behaviour of your group is not foul or offensive and is appropriate to a Scout activity centre.
- Woodhouse Park instructors are responsible for the safe and clear delivery of activities and their decision is final on all matters regarding the operation of activities.
- Please ensure no participants or visitors pass thorough other groups campsites.
- The speed limit on site is 5 mph.
- Vehicles are not allowed on the camping fields. Leader Vehicles may be permitted on fields to unload if they contain group equipment and field conditions allow but please check at reception before doing this. Parents must only use the car park for drop off or collection purposes.
- Please observe the noise curfew between 10.00pm and 7.30am.
- No amplified music or generators music are allowed on site without prior permission at time of booking and requests to turn this equipment off or down by staff must be followed immediately.
- At times we may take photographs, videos or use other recorded media for marketing and advertising. If you are not happy to feature in this media, please make yourself known to the member of staff or volunteer recording the media.
- Anyone deemed to be under the influence of alcohol or illegal substances, not cooperating with the session instructor or to be causing a dangerous situation during an activity will be asked to leave. Refusal will result in the activity session being stopped and cancelled without refund. Any illegal activities will be reported to the necessary authorities.
- All group leaders must ensure that every adult (over 18) has followed the checking procedure as laid out by their organisation and has been deemed suitable to work with children. The Scout Association Child Protection Policy (yellow card) rules always apply. (<https://www.scouts.org.uk/information-for-parents/stay-safe>)
- If you have any complaints, please notify us as soon as possible in order that we can find a satisfactory solution. If you are not satisfied with the solution, please write to the Operations Director 7 days of the event.
- The use of drones or UAVs is not permitted on site.
- Failure to comply with the above terms and conditions or failure to follow our code of conduct, aggressive or noisy behaviour may result in your group being removed from the centre with immediate effect, whatever time of day.