

Hesley Wood Activity Centre

Terms and Conditions

These terms and conditions apply to all bookings whether made via our website, email, telephone or in person.

Confirmation of Bookings

- All bookings are provisional until confirmed by our receipt of the relevant deposit, which is non-refundable. The deposit will vary according to what has been booked.
- Provisional bookings will be held for a period of 14 days. Thereafter, Hesley Wood Activity Centre reserves the right to release your booking. We will contact you before we cancel any booking for nonpayment of deposit.

Changes to bookings

You must notify Hesley Wood Activity Centre of any changes to your booking, as soon as practical. For cancellations, see below.

Please note, all itineraries and programmes are subject to alteration due to weather and/or operational factors. **Hesley Wood** will discuss any changes with you as soon as practical.

Whilst every effort is made to meet your original request for an accommodation building or campsites, **Hesley Wood** reserve the right to allocate a different campsite or building in exceptional circumstances. **Hesley Wood** will discuss any changes with you, as soon as practical.

Cancellation

In the event of cancelling your booking, a cancellation fee may be applicable as follows.

You are entitled to cancel your booking, in part or in total, subject to the responsible person providing Hesley Wood Activity Centre with advance notice and paying the following cancellation charges:

- More than 8 weeks in advance of your booking date: non-refundable deposit only
- Less than 8 weeks before your booking: your **full fee** will be payable*

**if Hesley Wood Activity Centre is able to fill your cancelled booking it may, at its discretion, refund part or all of your fee*

Payment Schedule

All users are required to pay all fees in full, 14 days prior to arrival (or in occasional circumstances, as agreed via invoice, after the event). Fees can only be paid over a weekend with prior arrangement.

A VAT invoice will be issued upon request after departure. VAT does not apply to Scouting & Guiding Bookings. For all other users, all prices are VAT inclusive.

If a Purchase Order number is required on the invoice, please notify us of the number at the time of booking or shortly afterwards. Also, if the invoice needs emailing to a group treasurer or finance office, you need to tell us at the time of booking. Please allow sufficient time for your finance team to process the payment so that it arrives with us 14 days before the booking starts.

Payment is preferred by electronic bank transfer, using the bank details on your booking confirmation or invoice. *Scout and Guide users should only use bank transfers if they have dual authorisation facilities.*

Guest Obligations

The person responsible for the group accepts responsibility for the general conduct of the members of their group, throughout the stay, and shall ensure that:

- it is understood that Hesley Wood Activity Centre staff only provide instruction during session times and, where applicable, support to adults accompanying the group outside these times;
- the group leader take all reasonable steps to minimise disturbance to other users of the site;
- suitable arrangements are made for the removal of any guests that do not comply with these conditions or reasonable requests made by Hesley Wood Activity Centre staff; and
- it is your responsibility to provide First Aid cover but, should you require additional first aid support, for example, large events, this must be arranged with us in advance. This service is usually free for Scouting and Girlguiding, but a donation towards materials used is appreciated.

Please note:

- Hesley Wood Activity Centre reserve the right to charge groups for any damage caused to buildings, campsites, activities and/or equipment caused by members of your group during their stay.
- Hesley Wood Activity Centre reserve the right to charge booked groups for replacement of items missing from buildings, following their stay.
- Hesley Wood Activity Centre reserve the right to charge a cleaning fee if a booked group leaves any area in an unreasonable state of cleanliness.

Insurance & Liability

As a responsible organisation, Hesley Wood Activity Centre has public liability insurance to cover its potential liabilities to visitors to its premises and participants in activities.

Users of Hesley Wood Activity Centre should consider whether they wish to obtain other insurances, such as cancellation or personal accident insurance.

Force Majeure

Hesley Wood Activity Centre shall not be liable for any delay in performing, or failure to perform, any obligation or alterations and cancellations due to any cause beyond Hesley Wood Activity Centre's reasonable control, including strikes; lockdowns; labour disputes; act 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 workmen, materials, goods, or raw materials, in connection with the performance of this Agreement.

Marketing

At certain times, our activity centre retains designated photographers to take pictures at their centres, to use in their promotional material., If any members of your group do NOT want to appear in any such photography, they should notify us prior to their visit and advise the Operations Director at the centre upon arrival.

Hesley Wood Activity Centre uses elements of guest feedback, including letters and feedback forms, in some promotional material. If you do NOT wish to be quoted, please inform us on any written material that you submit to us.

Complaints and Problems

If a problem arises whilst on site at Hesley Wood Activity Centre, please inform the Duty Manager as soon as possible. We aim to rectify most issues as soon as possible. Hesley Wood will not be held liable for issues that impact your stay if we are not notified in a timely manner and given appropriate time to rectify these.

Complaints should be sent in writing to Hesley Wood Activity Centre or by email to enquiry@hesleywood.org.uk Complaints will be acknowledged within 5 working days of receipt and passed on to the Operations Director to respond to.

Prices, Information and Accuracy

Please note that prices and information shown on any price lists, marketing materials, and quotes may have changed by the time you come to book. Whilst every effort is made to ensure the accuracy of information and prices at the time of printing, regrettably errors and changes do occasionally occur. You must therefore ensure you check all details with us at the time of booking.

Arrival and Departure Procedure

Arrival and Departure times for day visitors will be agreed between Hesley Wood Activity Centre and the person responsible for the booking.

On arrival, groups must report to reception, unless met by a member of Hesley Wood Activity Centre Staff.

Arrival at Hesley Wood Activity Centre for residential groups should normally be after 4pm. Groups wishing to arrive early may be charged an extra fee. Check with the admin team a week beforehand if you wish to arrive any earlier.

All groups should note that Hesley Wood Activity Centre cannot guarantee any accommodation, including camping pitches, will be ready before 4pm.

Where, by arrangement, groups arrive early our staff will find a suitable location to store luggage.

All Accommodation must be vacated by 11am on the day of departure, (except Sunday, when it is 4pm). Dependent on availability, groups wishing to depart later may be charged an extra fee.

Vehicles must not be driven off the designated roadways, parking and loading areas without gaining the permission of the Hesley Wood Activity Centre Staff.

All vehicles must be parked in the car parks provided. Vehicles are not allowed on campsites, tracks, or clearings unless permission has been gained from the Hesley Wood Activity Centre Staff.

The Scout Association Policies

All groups using Scout Activity Centres must agree to adhere to The Scout Associations' Health and Safety and Child Protection Policies.

Other Terms & Conditions

All building charges are inclusive of Gas & Electricity, unless otherwise indicated.

All cheques must be made payable to 'South Yorkshire County Scout Council or SYCSC'.

Groups hiring indoor accommodation are asked to note that no bedding is provided. For groups requiring bedding, please arrange this at the time of booking. A fee will be required, per set, and is subject to availability.

The 'responsible' adult (camp leader) is responsible for the first aid for your group. We do supply first aid kits in all of our buildings, but this is to supplement your own first aid kit. We do not supply first aid kits on any campsites.

Dogs (and other pets) are not allowed on the premises unless specific authority has been obtained from the Operations Director.

Activities booked in advance will be charged at the full rate if a group fails to turn up.

Please seek permission before driving to your building or campsite to avoid incurring a fee, should we have to recover your vehicle from the site.

All rubbish generated must be disposed of in the bins supplied onsite to avoid incurring a fee, should we have to clear your site of rubbish.

All our activities and operations follow the Scout Association Policy, Organisation and rules (POR). The latest version is available at [Scouts.org.uk](https://www.scouts.org.uk)

It is the responsibility of the person making the booking, to ensure that you are meeting all the requirements of your own organisation such as Adventurous Activity requirements, Nights Away Notifications and any approvals required by your organisation are obtained.

The speed limit is 5 miles an hour.