

## Off Peak School Special Terms and Conditions

### 1. Booking

Due to high demand, reservations must be confirmed with a completed booking form within 7 days of making a reservation. You will be invoiced for the deposit, which must be paid within 14 days, upon receipt of your completed booking form. If you fail to confirm your booking on time the dates may be made available to others without further notice. All groups must give a best estimate of numbers on their booking form so that we can arrange appropriate staffing levels.

### 2. Payment

Payment of the final balance due must be made at least one calendar month before the date of your visit. We reserve the right to cancel your visit if the final balance is not received when due, in which case your deposit will be forfeit. Written notice of any variation in numbers must be given before your final payment becomes due, failing which the full balance invoiced will be payable. If you bring additional guests a supplemental invoice will be issued after your visit for payment within 14 days.

### 3. Minimum Charges

To make it financially viable for smaller groups to visit the Centre we have a minimum charge for 15 people per night per group.

### 4. Arrival and Departure Times

- Arrivals: Mondays/Wednesdays from 9.15am
- Departures: Please vacate your rooms by 9.30am.

This allows us to check over the site, and ensure it is ready for the next group. Please consult us about special arrangements if required – it may be possible to negotiate different times. A member of staff will brief the group on arrival and debrief you on departure.

### 5. Cancellation by Client

All cancellations must be made in writing. The deposit is non-refundable. If less than 3 months' notice of cancellation is given, then the full fee will be charged.

### 6. Cancellation by the Centre

Whilst every effort will be made to ensure your visit takes place, we reserve the right to cancel at any time. In this event, as much notice as possible will be given and you will be offered, either a full refund of fees or a mutually agreed alternative booking date. In the unfortunate event that we are unable to provide a booked activity session you will be offered an alternative or a refund of the fee relating to the session. We regret that our liability does not extend beyond this.

### 7. Equipment

You must report, and will be required to pay for, any equipment lost, broken, stolen or damaged. Substitutes cannot be accepted.

### 8. Car Parking

Cars are NOT ALLOWED on the campsite. Please park in the car park. Cars and contents are parked at owners' risk. The parking area is limited; please share transport wherever possible.

### 9. Noise

Please respect our neighbours and avoid all unnecessary noise. Activities should be peaceful by 9.30pm, with quiet on-site from 10pm - 8am. We have a noise management policy which you will be required to sign and adhere to during your stay. If a member of staff has to be called to the Centre between the hours of 10pm and 8am, a call out charge of £50 may be levied.

### 10. Camp Fires

A camp fire is permitted within the guidelines which are clearly displayed in the Centre.

### 11. Toilets

Paper towels, sanitary towels, nappies etc, are NOT to be flushed down the toilets; please use the appropriate bins provided. Paper hand towels and toilet rolls will be provided.

### 12. Rubbish and Recycling

All groups are expected to comply with the Centre's recycling policy, which will be explained on arrival. Any rubbish which cannot be recycled should be bagged up and placed in the red bin provided. Please use the bins and keep the site free of litter.

### 13. Cleaning/Clearing up

It is your responsibility to leave the site clean and tidy and ready for the next group. Please refer to the cleaning checklist on site. We provide general cleaning materials. There is a washing machine and tumble drier in the Old Vicarage only for which you will need to provide your own tablets/powder.

### 14. Group Leaders

Each group must appoint a group leader who will be responsible for behaviour during activities, for liaising with Centre staff as necessary and for ensuring compliance with these Terms and Conditions.

### 15. Telephone

There is an emergency telephone located outside the office, but group leaders should have a mobile with them for any other calls. Mobile phones are not to be used during activity sessions. Please ensure that your group leader brings a mobile telephone so that people at home can get in touch during your stay in case of emergency outside normal office hours, when on call cover is provided for the group only.

### 16. Child Protection

You must comply with the Centre's Safeguarding Policy, a copy of which can be found on our website.

### 17. Fire

In the event of fire make sure the building or tent involved is EVACUATED. Raise the alarm and dial 999. Leaders should do a roll call. Contact the Duty Manager as soon as possible to give details. All groups are advised to do a fire drill.

### 18. Accidents

All accidents must be reported to the Duty Manager at the time and be entered into the accident book.

### 19. First Aid

You must have a designated first aider on your staff team. All of our instructors are trained in first aid and will be responsible when leading an activity session.

### 20. Insurance

We have Public Liability Insurance cover up to £5 million. Personal accident, theft, loss or damage to personal property is not included. Groups are advised to take out their own public liability, personal injury and cancellation insurance.

### 21. Smoking

Smoking is not permitted on any activity. Smoking is not allowed in Centre buildings and is strongly discouraged on Centre premises and grounds.

### 22. Drugs and Alcohol

The possession or use of any banned substances will not be tolerated. Under-age drinking or possession of alcohol is not permitted. Centre staff have the right to ask those responsible to leave the site immediately.

### 23. Disruptive Behaviour

Centre staff have the right to ask those whose behaviour is not acceptable to leave the site immediately.

### 24. Day Visitors

All day visitors will be charged at the rate specified in our price list.

### 25. Dogs

The Centre and the grounds are pet free zones, and no animals are allowed on site except for working guide dogs.

### 26. Internet Use

Whilst we provide limited internet access, by using this service you agree to indemnify the Centre against any claims by third parties arising from your access to and/or use of this service. You agree that the Centre has no responsibility whatsoever for any content or services offered on the internet. We reserve the right to withdraw internet access in the event of inappropriate use.

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