

### General

- The Beaudesert Trust is a registered charity, operating as Beaudesert Outdoor Activity Centre. In this document, both will be referred to as Beaudesert.
- All information given in any literature produced by or on behalf of Beaudesert is correct at the time of going to print. It is given in good faith and intended as a guide to accommodation, camping, catering and activity facilities available and may be altered without notice to suit differing seasonal, safety or other conditions.
- Participants must be physically fit to take part in residentials, camps and activities at Beaudesert and free from any illness or conditions that may render the residential, camp or activity hazardous.
- Smoking will only be permitted by persons over 16 years of age and is only permitted in the designated smoking areas at the Centre.
- Alcohol may only be consumed by persons over the age of 18 years. Alcohol may only be consumed on your own campsite or in the building you have booked. Alcohol must not be consumed in front of young people.
- We reserve the right to remove any group or individual whose behaviour is disruptive to our staff or other customers. Where a group is removed from the centre before the booking would normally have concluded, the group will be liable for the full cost of their stay.
- Any and all photographs, videos, or other recorded media may be used by Beaudesert for marketing or advertising purposes without any payment or compensation being offered.
- Dogs and other pets are not allowed on land owned by the Beaudesert Trust.
- As a centre we try to be considerate of our users and neighbours. All groups need to keep noise to a minimum between the hours of 11.00pm and 7.00am.
- Beaudesert Outdoor Activity Centre and The Beaudesert Trust are covered by all necessary insurances. Details are available on request.

### Bookings

- All prices are inclusive of VAT at the current rate.
- The deposit specified at the time of booking must be paid before the booking will be deemed confirmed. The deposit is not refundable or transferable. Deposits must be paid within 28 days of the deposit being raised unless other arrangements have been made with the Guest Services Manager. We reserve the right to cancel any bookings where the deposit has not been paid within 28 days of the deposit being raised.
- Final payment for packages, courses & events must be made at least two weeks before the booking commences.
- The final payment for all other bookings must be made before the booking ends unless prior arrangements for delayed payment have been made in advance with the Guest Services Manager. Failure to make payment by the agreed date incurs an additional charge of 5% of the final invoice per month after that date.
- The confirmation of a booking by payment of a deposit or the production of a purchase order constitutes acceptance of all terms and conditions outlined here.
- All cheques are payable to *'The Beaudesert Trust'*.
- Activity consent and dietary forms must be returned to the centre at least ten working days before the booking commences.

### Cleaning and Damage

- It is the responsibility of the Group Leader to ensure that all areas used by their group are left in a clean and tidy condition at the end of a booking. Groups will be charged an extra £25.00 per hour or part thereof for cleaning if a building is left in an unsatisfactory condition.
- We reserve the right to charge groups who damage equipment or buildings, or who fail to leave the hired facilities in a reasonable condition. Charges for damage will reflect the costs for replacement or repair as necessary.

## Cancellations

- Cancellations must be made in writing to Beaudesert. In the event of a booking being cancelled the following charges apply (subject to review in extenuating circumstances):
  - At 61 days or more, loss of deposit. Deposits are also non-transferable.
  - At 60 calendar days' notice or less a charge of 50% of the outstanding fee.
  - At 30 calendar days' notice or less a charge of 75% of the outstanding fee.
  - At 14 calendar days' or less or in the event of a non arrival, the full price of the facilities will be charged.
- Beaudesert reserves the right to cancel, alter, or delay any camp, course, accommodation or activity where forced to do so by circumstances beyond our control. Where cancellations take place a refund will be provided.
- Beaudesert reserves the right to send away from a camp or activity, any person who in their judgement is found to be unmanageable or a danger to the safety or enjoyment of others. In this event no refund will be given. Any additional costs and responsibility involved in removing the participant will be borne by the group.

## Activities

- Group leaders need to ensure that participants on activities are appropriately dressed for the activity. This information is provided in the document 'Getting Ready for Your Adventure'.
- Some activities may require the wearing of safety equipment, such as helmets or harnesses. Where such equipment is provided by Beaudesert, participants must wear it at all times during the activity.
- Certain activities are only suitable for specific age groups and these age restrictions must be adhered to. Beaudesert accepts no responsibility when groups fail to adhere to these rules.
- For the comfort, health and safety of all concerned, smoking is forbidden during any of the activities.
- No alcohol may be consumed during any activities. Under NO circumstances will anyone under the influence of alcohol or illegal substances be permitted to participate in any activity organised by Beaudesert.
- Safety is paramount and the decision of the activity instructor as final.
- All participants in water based activities must be confident in a buoyancy aid.
- While we endeavour to include all individuals and their needs, the nature of the terrain, environment and the activities themselves mean that at times some participants may not be able to take part in an activity.
- Group leaders must make sure that groups arrive on time for activities. Sessions will not be extended to accommodate late arrivals.
- Where activities are self-led or self-instructed, you are responsible for all of the equipment and facilities that you are using. Such activities must have a competent adult who confirms to the centre that they have full responsibility for leading the activity.
- Where groups use their own instructor for activities that are normally instructed by Beaudesert staff, original evidence of recognised qualifications must be presented to the centre before the activity commences.
- Maximum numbers of participants on all activities is twelve persons. There are no exceptions.

## Camping

- The digging of pits on campsites is not allowed.
- Ground fires are only allowed on dedicated fire bases. Altar fires must be used on other parts of the site.
- Generators are not generally allowed on site. They will be allowed if prior notice of 20 working days is provided. Groups using generators must present a full risk assessment to the Centre prior to use for approval. Generators must not be used between 11.00pm and 7.00am.

## Complaints

- If you have any complaints during your booking please notify the Centre Manager or Guest Services Manager. We will do our utmost to find a satisfactory solution. In the event that you are not satisfied please write to the Centre Manager within 14 days of the end of your booking.