



# Beaudesert Outdoor Activity Centre

Adventure Made Easy

Dear valued customer,

As we are all aware, the world is facing an unprecedented challenge over the coming few months.

We are all in the same situation which is: who knows what will happen?

We are following the daily government advice and updates from various organisations.

As you know, Beaudesert Outdoor Activity Centre is a not for profit charity. We have been in operation for a long time and are planning to ensure we act on the short term situation, but also look after the centre in the long term. We are both concerned as to the health implications, and also to the financial impact this will have on the centre and its staff.

Scouts and Guides are beginning to cancel their bookings and we are working with these groups to move their bookings to dates after September. Any group moving a booking to after September will not lose any money, any money paid will be transferred to the new booking. Bookings may be transferred to a date up to 1 year ahead. This applies to all bookings by any group or school. We value your business and we want to work with you again once we are back in a stable position. By moving your booking you will be helping the future of the centre enormously. Please give us at least 1 week's notice.

Once your booking is transferred to a new date we will email you confirmation and ask for a further payment towards the final balance.

Should you wish to cancel, we would ask you to check first what insurance cover you have and if this will cover your cancellation fees. They are –

- 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.

Once you have found out if you are covered or not, we would then welcome you to contact us to have an open and honest conversation about your thoughts on the matter.

Beaudesert Outdoor Activity Centre is taking every step to keep clean and carry on with business as usual at the moment, but we are following the government advice and will ensure that people's health is our priority.

For schools, could key members of staff responsible for up and coming trips with us please contact us to advise us what action you wish to take.

Please contact us as soon as possible to enable us to help.

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