



The Beaudesert Trust

Providing adventure for young people & conserving Beaudesert Park

TERMS AND CONDITIONS

General

- The Beaudesert Trust is a registered charity number 522603, 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 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 permission being sought or payment or compensation being offered. Beaudesert staff or their representatives may take photographs which may include your group. If you have someone in your group that cannot have their photograph taken please politely inform the photographer at the time.
- Please ask for a copy of our Dogs Policy should you have any requirement to bring a dog on site.
- As a centre we are considerate of our users and neighbours. All groups must keep noise to a minimum between the hours of 10.30pm and 8.00am.
- Beaudesert is covered by all necessary insurances. Details are available on request.
- All visiting groups must have their own safeguarding policy.

Bookings

- All prices are inclusive of VAT at the current rate.
- Final payment for residential and activity day packages must be made 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 Centre Manager. Beaudesert reserves the right to charge 8% interest for late payment.

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- 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.
- Deposits are not refundable and are not transferable. Deposits must be paid within 14 days of the deposit request being raised unless other arrangements have been made with the Guest Services Team. We reserve the right to cancel any bookings where the deposit has not been paid within 14 days of the deposit request being raised.
- All cheques are payable to 'The Beaudesert Trust'.
- You may wish to arrange your own insurance cover in case you need to cancel.

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 or campsite is left in an unsatisfactory condition. For campsites this includes returning altar fires to the store, unused wood to the wood pile and carrying out a litter sweep of their site. We expect all groups to leave no trace of their camp. For buildings this includes washing up and putting away, removing sheets from mattresses to a pile on the main room, emptying bins and removing all rubbish to a large eurobin, sweeping, mopping and Hoovering floors as appropriate.
- All rubbish should be placed in any of the large eurobins in the designated waste areas behind the cafeteria, next to the Lodge or near the Everett toilet block on Anglesey Drive.
- Please do not fill the litter bins with your bin bags.
- Keys should be returned to reception before departure.
- We reserve the right to charge groups who damage equipment or buildings including toilet blocks and any other communal areas of the centre either deliberately or accidentally. We reserve the right to charge groups who fail to leave equipment, buildings and campsites in a reasonable condition. Charges for damage will reflect the costs for replacement or repair as necessary.

Cancellations and Reductions

- 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):
 - Up to 55 days prior to commencement - loss of deposit. Deposits are also non-transferable.
 - 54 days to 28 days prior to commencement - 50% of the outstanding fee.
 - 27 days to 15 days - 75% of the outstanding fee.
 - 14 days or less or in the event of a non-arrival - the full price of the facilities will be charged.

If you pay the full balance prior to one of the above milestones we will refund you the appropriate part of the fee.

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- For residential packages confirmation of final numbers must be made 12 weeks before commencement of your booking. Any places reduced will be charged as per our cancellation fees.
- The cancellation of individual activity sessions must be made in writing to Beaudesert. In the event of sessions being cancelled the following charges apply (subject to review in extenuating circumstances):
 - 14 days or less - 50% of the activity fee.
 - 7 calendar days' or less or in the event of a non-arrival - the full price of the activity will be charged.
- Beaudesert reserves the right to cancel, alter, or delay any booking where forced to do so by circumstances beyond our control. Where Beaudesert makes the cancellation a refund or alternative date will be provided.
- Beaudesert reserves the right to send away from the centre, 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.

Consent and GDPR

- Group leaders must return a completed copy of the *Group Leaders Consent for Activities* prior to the booking commencing. Beaudesert must be advised in writing of any complex medical conditions, learning and behavioural needs at least two weeks before the booking commences, so that these needs can be accommodated. Further information on supporting additional needs is provided in our *Access Policy* and the document '*Supporting Additional Needs*' which are available from Reception. 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.
- All participants taking part in air rifle shooting must hand a completed *Air Rifle Consent Form* to the instructor before the session commences. For adults over the age of 18 years, the form can be signed by the individual taking part in the activity. The forms of young people under the age of 18 years must be signed by the parent or legal guardian of that young person. Forms signed by any individual *in loco parentis* will not be accepted.
- Beaudesert collects information relevant to participant's medical conditions, injuries, diet and behaviour conditions. We use this information to guide our operational practice. This information is made available to our Guest Services Team, managers and instructors to help run safe activity sessions. Dietary information will be shared with our Catering team. In the case of a medical emergency we may also share information with the Emergency Services.
- After the visit the information will be securely stored electronically. We will destroy all paper copies of this information within two weeks of the visit unless we are required to retain the information for statutory reasons or the recording of accidents and incidents.

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- After the visit, we will only use the information for the investigation of accidents and incidents. Taking into account the Limitation Act 1980, we will retain such records until a young person reaches age of 25, or for 6 years following the incident in the case of an adult. In certain types of incidents, where its nature means that it could be many years before latent personal injury becomes apparent, we may retain the information for longer period of time.
- The personal information requested at the time of booking and during any subsequent communications is held on computer and required to allow staff to provide the promised booking to our normal high standards. By providing us with the information required for the booking you are deemed to accept the above and you agree to receive occasional marketing or other information we think may be of interest to you. If you would prefer not to receive marketing emails from us please contact us in writing.

Activities

- To avoid disappointment, activities should be booked as early as possible. Please note that some groups book activities more than 12 months in advance of the booking commencing.
- Activity bookings are subject to activity and instructor availability. Where we are unable to provide an activity at the requested time, an alternative activity or time-slot will be offered.
- Beaudesert does everything possible to run booked activities. However there may be times when due to circumstances beyond our control an activity may have to be rescheduled, cancelled or an alternative activity offered. If cancellation is the only option available a refund for that activity will be provided.
- 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. These age limits are listed on our current price list. Further information on age, size and weight limits is available in the document '*Supporting Additional Needs*' which is available from Reception.
- All of our activities adhere to our risk assessments and operating procedures. Copies of these are available from Reception.
- 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 is final.
- All participants in water-based activities must be confident in a buoyancy aid.

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- It is the responsibility of the Group Leader to make sure that the group arrives on time for activities. Sessions will not be extended to accommodate late arrivals. Please familiarise yourself with the location of your booked activities to ensure you give yourself adequate time to get there.
- Where activities are self-led or self-instructed, you are responsible for all equipment and facilities that you are using. Such activities must have a competent adult that you identify and who follows our risk assessment.
- 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.

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 allowed on site.
- At the end of a booking please return altar fires to the store, unused wood to the wood pile and carry out a litter sweep of the site. We expect all groups to leave no trace of their camp.

General

- As a centre we often accommodate large events. We require that full details of such events must be provided to Beaudesert at least one month before the event commences. This includes:
 - Risk assessments relating to the event that are not covered by our own risk assessments.
 - Details of car parking.
 - Any electrical items used in our buildings other than chargers must be PAT tested.
 - Reassurance that all adults in attendance, including contractors, are in possession of a current DBS.
 - Loud music and pyrotechnics and fireworks are not allowed on site.
 - You should have evidence that any contractors that you use for marquee installation, bouncy castle and other hired equipment use are covered by their own insurances and are supervised at all times for safeguarding.
 - Information on any additional items that are outside the normal running of the centre.
 - For large events - more than 250 people - please discuss car parking arrangements and any additional requirements that are outside of the normal running of the centre with our Guest Services Team.
- Last minute requests for example for additional power, bins or toilets will not be accommodated.
- Your personal property including baggage is your responsibility at all times. Please note that an adventure camp is not the ideal place to bring mobile phones, expensive watches, jewellery or

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other precious items. Please ensure that you have adequate insurance to cover any personal items that you are bringing.

- We have ample parking at our centre however please note that parking is at your own risk and we can't accept responsibility for any damages or theft from vehicles.

Complaints

- If there is any problem with your visit we want to hear about this as soon as possible. Any concerns should be brought to the attention of the Duty Manager immediately and we will do our utmost to put things right for you. Please note that we are not responsible for any issue that you were aware of but didn't bring to our attention during your stay. Any reported issue which has not been resolved to your satisfaction during your stay should be advised in writing to the Centre Manager in writing within 28 days of the end of your stay.

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