



Scout Adventures Terms and Conditions

1. Definitions

- 1a. Activities – means Scouting Activities and refers to those activities taking place as part of a guest's programme as itemised in the booking. Activities not itemised in the booking are not Scouting Activities.
- 1b. Booking Receipt (Quote) - This document shows a summary of charges in respect of the listed items; it is not a provisional booking and therefore does not secure any items.
- 1c. Booking Receipt (Provisional) - This document shows a summary of items that have been reserved; however no deposit payment has been made.
- 1d. Booking Receipt (Confirmed) - This document shows a summary of items that have been booked.
- 1e. Camping (Space only) / Camping Space – Use of the campsite on a space only basis means that Scout Adventures will provide a space for camping, access to toilets/showers and drinking water.
- 1f. Equipped Camping – Booking Equipped camping means that Scout Adventures will provide space to camp and accommodation tents. No bedding, linen or towels are included.
- 1g. Deposit Invoice- This invoice is a demand for payment of a deposit. Deposits will be held on account and credited against a guest's final invoice.
- 1h. Final Invoice- This invoice is a demand for payment of all charges made against a guest's account.
- 1i. Guest- the Guest is the customer making the booking

2. Bookings

- 2a. When a booking is made, in the first instance, it is regarded as a provisional booking. By making a booking you are agreeing to our terms and conditions as stated in this document.
- 2b. Provisional bookings will be held for a period of 21 days. Thereafter Scout Adventures reserve the right to release your booking. A booking is officially confirmed upon the receipt of the relevant deposit(s).
 - 2b.i. Courses, Badge days and Scout Adventures Events (including JOTA/JOTI) will require payment in full at time of booking, and are considered confirmed bookings once payment has been made.
- 2c. Bookings, made less than 21 days before the intended arrival date, are considered to be confirmed bookings from the outset with full payment being due. The relevant Terms & Conditions relating to confirmed bookings will apply.
- 2d. Whilst every effort is made to honour your booking as it was at time of confirmation, Scout Adventures reserve the right to make changes where necessary. On these occasions we will inform you of any changes as early as possible and allow you the option to cancel the booking without penalty.



3. Finance

- 3a. Deposits- A deposit of 20% is required to confirm every booking. This figure is based on the details of your booking at time of enquiry. All deposits are non-refundable.
- 3a.i. Courses, badge days and Scout Adventures Events will all require full payment upfront when booking. The cancellation policy below will apply with the exception that in the case of cancellation with more than 180 days, then no cancellation charge will apply.
- 3b. Balance Payments- Full payment is due prior to departure from any Scout Adventures centre. Failure to pay the balance of your booking before departure or to have made suitable arrangements for payment, will incur a 5% administration fee. In addition we may cancel any future bookings made by you or your group. Interest on unpaid debts will be charged from the due date at Bank of England Base Rate +8%. We reserve the right to enforce the Late Payment of Commercial Debts Act.
- 3c. Prices and charges are subject to change and are not necessarily those that were current at the time of making a booking. It is the responsibility of the group to check up-to-date prices with the relevant centre.

4. Cancellation

- 4a. Any changes to or cancellation of a booking must be confirmed in writing or will not be valid.
- 4b. The Guest is entitled to cancel the booking in total or for any of the party member(s) subject to the Guest providing Scout Adventures with written notice and paying the following cancellation charges:
 - 180 days or more = deposit only
 - 60 days to 180 days = 50% of the total bill
 - 60 days or less = 100% of total bill
- 4c. Cancellation charges apply to all items booked – including catering (where applicable), campsites, indoor accommodation and activities.

5. Supervision of minors

- 5a. Adults accompanying the group agree to act in loco parentis at all times. Scout Adventures staff only provide instruction during activities and, where agreed, provide support to adults accompanying the group outside of these times.
- 5b. Accompanying adults for each group should know the specific health and medical needs of their group members, and they should discuss these with the instructor at the start of the session.
- 5c. Failure to disclose medical and health needs of participants in advance may lead to the cancellation of your session. You would still be liable to pay for these sessions.



6. The Centre, its facilities and services

- 6a. Upon arrival the Group Leader must check in at reception as soon as possible.
- 6b. Scout Adventures reserve the right to charge groups for any damage caused to buildings and/or equipment caused by members of your group during your stay.
- 6c. Scout Adventures reserve the right to charge a cleaning fee if a group leaves any area in an unreasonable state of cleanliness.
- 6d. Use of the centre and facilities is subject to your agreement to follow the “site rules”, and includes taking all reasonable steps to minimise disturbance to other guests
- 6e. Site rules for specific centres are available on request. It is the guest’s responsibility to ensure they have read and understood the site rules.
- 6f. All itineraries and programmes are subject to alteration due to weather and/or operational factors. In this event we will inform you as soon as is reasonably possible.
- 6g. All groups visiting a Scout Adventures centre agree to abide by the Scout Associations Health & Safety and Child Protection policy. Copies of this information are available on request, it is the guest’s obligation to ensure this is read and understood prior to arrival.

7. Accommodation

- 7a. Dependent on the centre, campsites and buildings have a maximum capacity and minimum charge.
- 7b. Each campsite and building is subject to the relevant minimum charge.

8. Duration of stay

- 8a. All campsites and buildings are booked per night.
- 8b. Arrival and departure dates/times are shown on your booking documentation.
- 8c. It is the responsibility of the guest to ensure that their planned itinerary matches the arrival and departure time they have booked for. Arrival or departures outside of these times must be agreed in writing and may be subject to further charges.

9. Promotional and Marketing

- 9a. At certain times Scout Adventures commission professional photographers and videographers to take pictures/videos at our centres for use in 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 Duty Manager at the centre upon arrival.

10. Force Majeure

- 10a. Scout Adventures shall not be liable for any delay in performing or failure to perform any obligation or alterations and cancellations due to any cause beyond Scout Adventures reasonable control including strikes, lock outs, labour disputes, acts 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 staff, materials, goods or raw materials in connection with the performance of this agreement.



11. Insurance and Liability

- 11a. The Scout Association have legal liability insurance to cover its potential liabilities to visitors to its Scout Adventures centres and for participants in Activities.
- 11b. Users of our activity centres should consider whether they wish to obtain other insurances, such as cancellation or personal accident insurance.
- 11c. The Scout Association and/or Scout Adventures cannot accept liability for any personal belongings and /or property of the Guest or members of their party that has been stolen, lost or damaged during the course of their stay and it is the responsibility of the guest and members of their party to safeguard against such theft, loss or damage.

12. Complaints

- 12a. Where you have a complaint about a service or facility provided by Scout Adventures, you should in the first instance contact the Duty manager to discuss your concerns.
- 12b. Failing the above, formal complaints should be sent in writing to the relevant Scout Adventures Manager who will acknowledge receipt of the complaint within 3 working days. The response will include details of any actions we intend to take.

13. Privacy, Retention & Data protection policies

- 13a. Our Privacy policy, Retention policy and Data protection policy can all be found on our website here: <https://www.scoutadventures.org.uk/terms-and-conditions>