

Belchamps Scout Centre is a registered charity, operating as Belchamps Scout Activity Centre. In this document both may be referred to as Belchamps.

By paying a deposit you are agreeing to and accepting the terms and conditions laid out within this document.

Bookings & Deposits.

- **All bookings are provisional until a 25% deposit has been received.** Provisional bookings will be held for 4 weeks, if a deposit has not been received within this time we may cancel your booking without notice.
- Where a booking is made and the booking start date is less than 4 weeks away, a deposit must be paid 5 days before the booking start date.
- All deposits are 25% of the total booking value, unless otherwise advised. Event & large booking deposits differ, please ask a member of staff for guidance.
- Final payment for packages, courses, events and large bookings must be made ahead of the booking commencement date and within 14 days of receiving the booking invoice.
- For activity only bookings the final payment must be made prior to arrival, usually one week ahead of the booking.
- The final payment for all other bookings must be made by time the booking ends.
- Late payment of deposits, balance payments and final payments may be subject to additional charges, such as administration fees.
- All deposits and balance payments are non refundable. We recommend that you have adequate insurance to cover this.
- Prices and charges are subject to change without notice. For up to date information please check with a member of staff.

Cancellations.

- All cancellations must be made in writing or by email to Belchamps Scout Centre, with the date of delivery being deemed the date of notification.
- In the event of a booking being cancelled at less than 60 days' notice or in the event of a non-arrival, Belchamps reserves the right to charge the full price for the facilities booked.
- In the event of cancellation, by you the customer, Belchamps reserves the right to pass on any costs relating to the booking that may not have been covered by the deposit or previous payments.
- Belchamps reserves the right to cancel, alter or delay any camp or activity. This may be done with little or no notice. Where cancellations take place under these circumstances a refund minus any costs incurred to Belchamps will be issued.
- **Belchamps Scout Centre are not liable for refunds or expenses** you incur in the event they are not able to fulfil your booking due to circumstances beyond their control, such as (but not limited to): illness, war, natural disasters, pandemics or health risks. In this event bookings shall be postponed and moved to a future date. We recommend that you have adequate insurance to cover this.
- All deposits and balance payments are non refundable.

Arrival & Departure

- Arrival is generally from 4pm on your day of arrival for both buildings and campsites. Departure should be no later than 3pm on the day of your departure. Early arrival or late departure may be arranged with Belchamps Scout Centre, however they may incur an extra charge.
- Group leaders must report their arrival.
- Please ensure that no litter or equipment is left behind after you depart.

Buildings

- No bedding or cleaning consumables are provided in the buildings.
- Buildings should be left in the same condition they were on arrival. All buildings are inspected after your departure, if the building is left in such a way that requires additional cleaning to return it to the same condition as it was on arrival a charge (£25) may be added to your booking. Groups should provide their own cleaning materials, as these are not supplied by Belchamps.
- All buildings are non-smoking.

Camping

- Whilst we endeavour to allocate groups the campsite they have requested we reserve the right to offer an alternative site if conditions so indicate.

General

- The responsibility, welfare and supervision of all groups/individuals is the responsibility of the group leader, person noted on the booking or the individual who made the booking and not Belchamps Scout Centre.
- We reserve the right to charge groups for any damage or for any damaged or missing equipment. The cost of this will be the cost of a replacement.
- Vehicles are generally not permitted on site and must remain on the main track or car parks. Vehicles containing group equipment may be permitted on site to deliver equipment, permission must be obtained from a member of staff before doing so.
- Please ensure that the language and behaviour of your group is not foul or offensive and is appropriate to a Scout Campsite.
- Smoking is only permitted in the designated areas.
- Alcohol may be consumed at the centre, however this should not be done in the view of other groups or of anyone under the age of 18. Consideration should be given to the welfare of your group and others when consuming alcohol at the centre. We reserve the right to remove anyone from the site who is obviously under the influence of alcohol and/or causing a nuisance.
- It is the group leaders responsibility to ensure all participants are fit and healthy to undertake site activities.
- First Aid for each group is the responsibility of the group leader(s). For public events a first aider will be provided.
- Belchamps Scout Centre reserves the right to stop, halt or cancel any activity if it is believed an individual's behaviour is causing a dangerous situation.
- All group leaders must ensure that every adult (over 18) has followed the checking procedure as laid out by their organisation and has been deemed suitable to work with children. The Scout Association yellow card rules apply at all times, and applies to those who are not members of the association. Please ask a member of staff for a copy.
- Please observe the **noise curfew between 10.30pm and 7.30pm**.
- Generally we do not allow amplified music or generators. Please seek the permission of Belchamps before using this equipment. Requests to turn this equipment off or down by Belchamps staff must be followed immediately.
- Failure to comply with the above terms and conditions, failing to follow the centre rules/policies, aggressive, anti-social or noisy behaviour may result in your group being removed from the campsite with immediate effect, whatever time of day.

Complaints

- If you have any complaints please notify us as soon as possible in order that we can find a satisfactory solution.