



Terms and Conditions

The Client shall promptly provide Polyapes on request all such information which is reasonably required to perform the Service and shall

- (1) ensure that all information is true, complete, accurate and adequate,
- (2) promptly inform us of any changes to any such information, Any cancellation of activity booking must be made in writing and at least 7 days in advance. Any activity cancelled inside this period will be charged at current prices.
- (3) provide any additional information which Polyapes may require as soon as possible and
- (4) confirm the accuracy of information held by us promptly following any request.

We follow all rules as per The Scout Association. This includes the use of photographs, permits, alcohol and insurance.

- These terms and conditions apply to the sale, service and all statements made by Polyapes in brochures, price lists, adverts, quotations including verbal written or via the internet. Variations to these terms and conditions must be made by us in writing.
- Please pay the balance within 14 days of your stay.
Payments can be made by cash or cheque payable to Polyapes Scout Campsite or BACS.
- Polyapes will only issue a refund if Polyapes cannot legally perform the booking.
- We must be notified of lost property within 1 week, as any items found are disposed of after this period.
- The customer shall pay to Polyapes the charges as outlined within our Charges Schedules. Unless otherwise agreed, Polyapes may increase the Charges by notice in writing to the customer by a reasonable amount to recover any increased costs or expenses suffered or incurred by Polyapes in providing the services (including increased wage bills) as a result of any amendment, revocation, replacement or coming into force of any statute, statutory instrument, directive, regulation, order, or other law.
- Polyapes is not liable for any delays or cancellations of Service caused by circumstances beyond its reasonable control, including act of God, political intervention, war, act of hostile force, riot, civil disturbance, fire, flood, drought, accumulation of snow or ice, or adverse weather conditions, failure of power supply, failure of plant or equipment and presence of hazards due to defective structure.

Safety statement

Safety is paramount in all outdoor and adventurous activities and we ensure our safety management systems are our top priority. We have robust risk and safety management systems in place, which are evidenced in a number of ways.



Jewellery, rings, chains, earrings etc must be removed or taped over whilst participating in activities which could result in them being snagged. We also ask that long hair is tied back.

All staff have the appropriate qualification to the National Governing Body where appropriate. Specified staff have a valid first aid certificate and all staff undergo an induction programme. All activities and staff are monitored and evaluated to ensure suitability.

- **Excluded Services:** Polyapes and its employees, volunteers, agents and contractors shall be entitled to refuse to perform any additional services where in their opinion the services are not ones which they are adequately trained or qualified to perform, or are not of a type which they are normally employed to do, or are illegal, immoral or offensive, or are not reasonably related to services already being provided by Polyapes.
- Leaders/teachers must ensure that participants have an adequate level of fitness for the activities undertaken. If you have any concerns about this please discuss it with our instructors.
- Where the Teacher or Leader is in Loco Parentis they take responsibility for all actions of group members leading to third party claims and to cover damage and equipment, buildings and property belonging to Polyapes and against any claim out of their negligence in using the facilities and equipment. They must ensure that the group abides by any rules and regulations made by Polyapes regarding the use of the centre. To accept responsibility for any injury or damage which might be caused as a result of any injury or damage which might be caused as a result of any misuse of any such equipment, and to indemnify Polyapes against any claim which might arise from the misuse of such equipment, no matter how such claim arises.
- Clients will not be allowed to participate in any activities if, in the opinion of the instructor in charge, they have used alcohol or drugs or are under the influence of drugs or alcohol.

Errors and omissions

We endeavour to keep published prices and other information up to date but reserve the right to alter them at any time. You will be advised of any price changes or other relevant changes when your booking is processed. All Charges and other amounts to be paid by the customer under the Charges Schedule (or any other customer and Polyapes agreement) shall be paid in full without deduction or withholding and, the customer shall not be entitled to assert any credit, set off or counterclaim against Polyapes in order to justify the withholding payment of such amounts in whole or part.

Cancellations



If we cancel, change or postpone a course we will endeavour to provide mutually acceptable alternative date(s), but if unable to do so, we will make a pro-rata refund.

Cancellations of confirmed bookings must be received by us in writing (post or email) and will incur a cancellation fee:~

More than 8 weeks prior to start date — 10% of total fee

Between 4 to 8 weeks prior to start date — 25% of total fee

Less than 4 weeks prior to start date — no refund of total fee

Child protection policy

Our policy is consistent with that of the scout association and current good practice and forms part of our recruitment process. All staff are cleared through the Disclosure and Barring Services. It is the duty of all users of Polyapes to ensure they adhere to their own DBS procedures and reporting system.

Data protection

All data you supply will only be used for the purposes of your booking and all data is under our privacy policy

Damages

Clients may become liable for loss or damage to the centre and its equipment if caused by the group/members.

Cleaning

It is the clients responsibility to keep the pitch, building and toilets clean, leaving the areas as clean or cleaner than when they arrived.

The following charges will be applied to bookings should the areas be left untidy and not cleaned/cleared

Pitch: £20

Building: £100

Toilets: £25 (if multiple groups sharing), £50 if own use.

Charges are to assist with the costs of a third party cleaner.



Campsite Rules:

1. Group leader must report to the duty warden upon arrival and on departure of site.
2. Vehicles are not to be taken on to grassy areas unless agreed with the warden.
3. No Vehicles should be parked on Buckland way or in front of any access gates.
4. Toilets are the responsibility of the group using them, these should be cleaned during stay and before leaving site. If there is more than one group then a rota should be decided between those groups, failure to keep them clean will attract a cleaning fee at end of stay
5. No fires should be lit in areas other than designated fire pits or alter fires.
6. Washing up should NOT take place at the water taps or in the toilet units.
7. Live timber/plants should not be cut or damaged.
8. Only pitch tents on the memorial field if you have a whole site booking.
9. Guns, catapults, archery, and fireworks etc are not allowed to be used onsite without prior permission from the site leadership team
10. Please be considerate to others by keeping noise to a minimum between 10:30pm - 7am. And respecting other groups camping areas.
11. All trollies to be returned to area next to main bins, alter fires/BBQs returned to the compound by the office.
12. Camping sites should be left clean and clear.
13. Make sure all rubbish goes into large bins by the main gate. Recycling also goes in the same bins and is sorted at a depot.
14. Dogs are only permitted on site with prior agreement from the site leadership team and must be kept on a lead at all times, and any mess cleaned up and disposed of appropriately.

Above all have fun!