



Scouts Scotlands Scotland Booking Terms & Conditions

effective 01 December 2016

1. Definitions

- 1a. Activities – means Scouts Scotland Activities and refers to those activities taking place as part of a customer's programme as itemised in the booking. Activities not itemised in the booking are not Scouts Scotland Activities.
- 1b. Booking Receipt (Provisional) - This document shows a summary of items that have been reserved; however no deposit payment has been made.
- 1c. Booking Receipt (Confirmed)- This document shows a summary of items that have been booked.
- 1d. Camping (Space only) – Use of the campsite on a space only basis means that Scouts Scotland Activity Centre's will provide a space for camping, access to toilets/showers and drinking water.
- 1e. Camping (Standard) – Booking standard camping means that Scouts Scotland Activity Centres will provide space to camp, communal tent(s) with benches/tables/lighting and accommodation tents with sleeping pads/lighting. No bedding, linen or towels are included.
- 1f. Deposit Invoice- This invoice is a demand for payment of a deposit. Deposits will be held on account and credited against a customer's final invoice.
- 1g Final Invoice- This invoice is a demand for payment of all charges made against a guest's account.
- 1h. 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 Scouts Scotland Activity Centres reserve the right to release your booking. A booking is officially 'confirmed' upon the receipt of the relevant deposit(s).
- 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 and 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, Scouts Scotland Activity Centres 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.**
- 3b. Balance Payments- Full payment is due one month prior to arrival to any Scouts Scotland Activity Centre. Any additional extras should be payable on departure. 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.

SCOUTS SCOTLAND

Fordell Firs, Hillend, Dunfermline, Fife KY11 7HQ Tel 01383 419073 Fax 01383 414892 email shq@scouts.scot www.scouts.scot

Patron HM The Queen Founder Robert Baden-Powell OM Chief Commissioner of Scotland Graham Haddock MD FRCS(Paed)

Incorporated by Royal Charter 1912. Scottish Charity No. SC 017511



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.

3d. Payment can be made by Chq / Bank transfer / Credit or Debit Card.

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 Scouts Scotland Activity Centres with written notice and paying the following cancellation charges;

180 Days or more = deposit only

90 Days to 180 days = 50% of the total bill

90 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. Scouts Scotland Activity Centre staff only provide instruction during Activities and, where agreed, provide support to adults accompanying the group outside of these times.

6. The centre, its facilities and services

6a. On arrival the Group Leader must check in at reception as soon as possible.

6b. Scouts Scotland Activity Centres 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. Scouts Scotland Activity Centres 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 adults working for or on behalf of Scouts Scotland Activity Centres, whether employee, contractor or volunteer are members of the Scouts Scotland Activity Centres staff team.

6h. All groups visiting a Scouts Scotland Activity Centres centre agree to abide by the Scouts Scotland Associations' Health & Safety and Child Protection policy. Copies of this information is available on request, it is the guests' 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.

SCOUTS SCOTLAND

Fordeil Firs, Hillend, Dunfermline, Fife KY11 7HQ Tel 01383 419073 Fax 01383 414892 email shq@scouts.scot www.scouts.scot

Patron HM The Queen Founder Robert Baden-Powell OM Chief Commissioner of Scotland Graham Haddock MD FRCS(Paed)

Incorporated by Royal Charter 1912. Scottish Charity No. SC 017511

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 Scouts Scotland Activity Centres commission professional photographers and videographers to take pictures/videos at their centres for use in their 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. Scouts Scotland Activity Centres shall not be liable for any delay in performing or failure to perform any obligation or alterations and cancellations due to any cause beyond Scouts Scotland Activity Centres 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 Scouts Scotland Association have legal liability insurance to cover its potential liabilities to visitors to its Scouts Scotland Activity 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 Scouts Scotland Association and/or its Scouts Scotland Activity Centres 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 Scouts Scotland Activity Centres, 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 Scouts Scotland Activity Centre Operations Manager who will acknowledge receipt of the complaint within 3 working days. The response will include details of any actions we intend to take.

SCOUTS SCOTLAND

Fordeil Firs, Hillend, Dunfermline, Fife KY11 7HQ Tel 01383 419073 Fax 01383 414892 email shq@scouts.scot www.scouts.scot

Patron HM The Queen Founder Robert Baden-Powell OM Chief Commissioner of Scotland Graham Haddock MD FRCS(Paed)

Incorporated by Royal Charter 1912. Scottish Charity No. SC 017511