



FORDELL FIRS

SCOUT ADVENTURES HOLIDAY CLUB

BOOKING TERMS & CONDITIONS

1. Bookings

1a. When a booking is made, in the first instance, it is regarded as a confirmed booking. We do not accept provisional bookings.

1b. By making a booking you are agreeing to our terms and conditions as stated in this document.

1c. 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.

2. Finance

2a. Payment is made in full at the time of booking. We do not accept deposits.

2b. Prices and charges are subject to annual change and are not necessarily those that were current during the previous financial year.

2c. Payment can be made by Credit or Debit Card.

3. Cancellation & Refund

3a. Any changes to or cancellation of a booking must be confirmed in writing (e.g. email) or will not be valid.

3b. No refund will be given for cancellation within 14 days of the commencement of the relevant programme.

3c. A full refund, excluding £30 cancellation fee, will be given for cancellations outside of the 14-day period stated above.

4. Supervision of minors

4a. Parents / Carers give permission for their child/ren to participate in all activities at the relevant activity centre.

4b. Parents / Carers understand that Scouts Scotland staff reserve the right to remove their child/ren from participation in activities or future programmes. Removal from activities is at the discretion of Scouts Scotland staff.

4c. Parents / Carers are required to give all relevant medical information at the time of booking.

4d. Parents / Carers understand that Scouts Scotland takes no responsibility for a child's personal belongings in case of theft, loss or damage.

5. The centre, its facilities & services

5a. On arrival & departure, Parents / Carers must sign their child/ren into and out of the site, and do so each time their child/ren attends the programme (e.g. daily).

5b. Scouts Scotland reserve the right to charge for any damage caused to buildings and/or equipment caused by participants during their stay.

5c. Use of the centre and facilities is subject to a parent / carers' agreement that their child/ren follow the "site rules".

5d. 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.

5e. All adults working for or on behalf of Scouts Scotland, whether employee, contractor or volunteer are members of the Scouts Scotland Activity Centres staff team.

5f. All participants & groups visiting a Scouts Scotland Activity Centre agree to abide by the Scouts Scotland's' Health & Safety and Child Protection policy. Copies of this information is available on request.

6. Promotion & Marketing

6a. At certain times Scouts Scotland 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.

7. Insurance & Liability

7a. Scouts Scotland have legal liability insurance to cover its potential liabilities to visitors to its Scouts Scotland Activity Centres and for participants in Activities.

7b. Users of our activity centres should consider whether they wish to obtain other insurances, such as cancellation or personal accident insurance.

7c. Scouts Scotland 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.

8. Complaints

8a. 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.

8b. 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.

9. Force Majeure

9a. 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.