

1. Bookings

- a. 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.
- b. Provisional bookings will be held for a period of 21 days. Thereafter, the Scout Adventures Centre reserves the right to release your booking. A booking is officially confirmed upon receipt of the relevant deposits
- c. 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.
- d. Bookings in advance of the release of tariffs for the event dates will have prices confirmed upon the tariff release for that year
- e. Should any changes need to be made to your booking, we will notify you as early as possible

2. Finance

- a. A deposit of 20% is required to confirm every booking. This figure is based on the details of your booking at the time of enquiry. **All deposits are non-refundable.**
- b. Full payment is due one month prior to arrival to any of our Scout Adventures Centres. Any additional extras are payable on departure. Failure to pay the balance of your booking before departure or to have made suitable arrangements for payment may result in cancellation of future bookings made by your or your group.
- c. Payments can be made by Cheque/Bank Transfer/Credit or Debit Card
- d. We reserve the right to enforce the Late Payment of Commercial Debts Act

3. Changes / Cancellations

- a. Any changes to a booking or cancellation of a booking must be confirmed in writing or will not be valid.
- b. 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 possible
- c. The guest is entitled to cancel the booking in total or for any of the party member(s) subject to the guest providing the Scout Adventures centre with written notice and paying the following cancellation charges:-
 - 120 days or more = deposit only
 - 90 to 120 days = 50% of the total bill
 - 60 days or less = 100% of the total bill
- d. Cancellation charges apply to all items booked including catering (where applicable), campsite, indoor accommodation and activities
- e. **Amendments specifically for covid-19 (effective for bookings up until 31st December 2022)**
 - In the case of individuals having to isolate for covid-19 or being asked to isolate by track and trace the centre will not charge for these persons. Alterations will be made to the booking without incurring charge. If billing has been issued amendments will be made to reflect the actual numbers attending. Scout Adventures Scotland may ask for proof of contact from track and trace.
 - In the case of a local or national lockdown, we will offer credit of the value of the booking to be used within 2 calendar years of the original booking date with our Scout Adventures centres in Scotland.
 - These alterations to terms and conditions will remain in place until guests can acquire appropriate insurance to cover the risks within point 3 e.

4. Supervision of minors
 - a. Adults accompanying the group agree to act 'in loco parentis' at all times. Scout Adventures centre staff only provide instruction during activities and, where agreed, provide support to adults accompanying the group outside of these times.

5. The centres, its facilities and services
 - a. On arrival, the Group Leader must check in at reception and confirm attendee numbers and details
 - b. Use of the centre and its facilities is subject to following the site rules. It is the responsibility of the person making the booking to ensure that guests have read and understood the site rules.
 - c. Scouts Scotland reserves the right to charge groups for any damage caused to buildings and / or equipment by members of your group during your visit.
 - d. Scouts Scotland reserves the right to charge a cleaning fee if a group leaves any area in an unreasonable state of cleanliness
 - e. All adults working for or on behalf of the Scout Adventures centre, whether employee, contractor or volunteer, are members of the centre staff team
 - f. All groups visiting a Scout Adventures centre agree to abide by the Scouts Scotland Health & Safety and Child Protection Policy. Copies of this information is available on request; it is the guest's obligation to ensure this is read and understood prior to arrival.

6. Your stay
 - a. Arrival and departure dates /times are shown on your booking confirmation
 - b. 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 change.

7. Promotion and Marketing
 - a. At certain times, Scouts Scotland commission 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 the Scout Adventures centre prior to their visit and advise the Duty Manager at the centre upon arrival.

8. Force Majeure
 - a. Scout Adventures 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 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.

9. Insurance and Liability

Scout Adventures (Scotland) Booking Terms & Conditions Effective from 1st September 2020



- a. Scouts Scotland has legal liability insurance to cover its potential liabilities to visitors to its Scout Adventures centres and for participants in activities
- b. It is the responsibility of guests at our centres to obtain other insurances such as cancellation or personal accident insurance.
- c. Scouts Scotland and / or its Scout Adventures centre 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. It is the responsibility of the guest and members of their party to safeguard against such theft, loss or damage

10. Complaints

- a. Where you have a complaint about a service or facility provided by a Scout Adventures centre, you should in the first instance contact the Duty Manager to discuss your concerns.
- b. Failing the above, formal complaints should be sent in writing to hello@scouts.scot who will acknowledge receipt of the complaint within 3 working days.