



# The Oaks Scout Campsite

## Booking Terms and Conditions

### Definitions

<b>Booking Confirmation</b>	Acknowledgement that Services have been ordered or requested
<b>Charges</b>	The amounts charged for the Services booked, identified in the list of charges for the booking and detailed in the invoice
<b>The Oaks Scout Campsite, We, Us, Our</b>	The service or product vendor, as identified on the invoice for the services
<b>POR</b>	Policy, Organisation and Rules
<b>Service, Services</b>	The services being booked, as described in the list of charges for the booking
<b>You, Your, Customer</b>	The group or person making a booking for Services from The Oaks Scout Campsite

### Terms and Conditions

#### Acceptance of Booking Conditions

Bookings are only accepted on the basis that You abide by both Our terms and conditions of booking and the general site rules.

#### Additional Charges

Any additional charges incurred by Us may be passed on to You. This includes, but is not limited to, charges associated with collection of unpaid fees or any damages caused to Our equipment or facilities, except by fair wear and tear.

#### Additional Requirements

We welcome and recognise that a percentage of participants using Our site and facilities may have additional requirements. We ask that you make these clear to Us at the time of booking so that We are able to better meet these additional requirements where appropriate. This may include, but is not restricted to, bringing in additional safety equipment for activities such as climbing or locating You in a more suitable pitch on site.

All such information is treated in the strictest confidence and will only be shared with the appropriate members of Our service team (e.g., the instructor in charge of Your activity sessions and/or the duty service team member during Your stay).

We reserve the right to refuse participation to anyone if in Our opinion it is unsafe for them to participate for whatever reason. In such cases, no refunds will be offered.

#### Campsite Opening Times

Our service team members are all volunteers. Arrivals outside of these times are only allowed by prior arrangement with Our booking secretary and may require additional fees.

Day	Opening Time	Closing Time
Monday	6pm	9pm
Tuesday	6pm	9pm
Wednesday	6pm	9pm
Thursday	6pm	9pm
Friday	6pm (unless specified)	Site remains open for residential visits
Saturday	9am*	Site remains open for residential visits
Sunday	9am*	4pm Strictly

\*The site is already open for groups staying overnight the night before.

Upon arrival, please make your way to the Service Team (Mervyn Walters) hut or the Office where a warden will be able to show You where You will be staying. If You are unable to find a warden, please call the Bookings Secretary on 07513 180598.



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### Booking Procedure

Even though We are a Scout run campsite, We also accept members of the Girlguiding association, and other groups working towards the Duke of Edinburgh expedition section from other youth and educational organisations. Bookings from Primary schools are subject to certain criteria and conditions, information can be provided upon request. We are unable to accept bookings from anyone else. Duke of Edinburgh award groups are unable to book any on-site activities, however We do allow use of Our buildings for training purposes only, along with the main field for camping.

A provisional booking may be made by contacting Our bookings secretary or by using Our online booking system found at <https://www.onlinescoutmanager.co.uk/v/oaks-scout-campsite>. All bookings must be made over 7 days before the visit.

The details of Your booking will be emailed to You along with a draft invoice. Unless a deposit is not required, Your booking will remain provisional until receipt of applicable deposit, which we will confirm by email. Provisional bookings that have not received a deposit will be cancelled 28 days after the booking is submitted. A final invoice will be made before leaving the site and given in person, otherwise You will be emailed by the Bookings Secretary after the visit for the final payment.

### Pricing

Prices of all bookable facilities are reviewed annually (around September) for the campsite opening season the following year (March-November). Any bookings made before the review for the upcoming new season will be charged the current season pricing at the time of the booking. All prices can be found on the Oaks website.

### Activities

Our campsite includes a variety of on-site activities that are bookable by the hour. For safety reasons and to follow POR guidelines, some of our activities hold restrictions:

Activity	Capacity per session	Restriction
Climbing	12	Suitable for most ages, explorers, scouts cubs and beavers (running sessions for beavers is at the instructors discretion).
Archery	12	For any age above 6 years old.
Tomahawk Throwing	12	Recommend participants over the age of 8 years of age (Cub age group and above)
Grass Sledges	5 sledges	Recommend participants under the age of 10 years of age only (Beaver, Cub, Rainbows, Brownies age group)
Mountain Boarding	4 boards	Recommend participants over the age of 10 years of age (Scout, Guide age group and above)
Rifle Shooting	12	Rifle shooting is only permitted for ages over 8 years old (Cub age or above) due to height restrictions on the range. If it is found that anyone below this age is shooting, the instructor can deny the camper of participating. If this is found to be a group, the duty warden can suggest other activities available that suit the age range.
Black Hole	Recommend 15	None
Jungle Trail	No limit	None
Bouldering Wall	Recommend 15	None
Zorb Football	12	This activity is suitable for Cub age and upwards. However it does depend on the height of the child.

Each activity can be booked as hourly time slots starting on each hour. Larger whole site bookings are an exception.



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Non-Instructor led activities require at least 1 leader from Your group to lead the activity. It is expected for You to create Your own risk assessments of each non-instructor led activity. We hold Our own risk assessment of each activity for maintenance purposes only as We do not know the abilities of the young people in Your Group.

Instructor led activities (Rifle shooting, Archery, Climbing and Tomahawks) require a volunteer qualified leader to run the activity. We supply Our own instructors, however can accept qualified leaders from your group with prior notice and upon supplying proof of a valid qualification for verification before the visit.

Instructors that are not Our own must also bring their own equipment in line with TSA POR point 9.37.f, and notify both Loughborough, Charnwood and their own district commissioner for approval. In this case, the campsite will only provide the ranges, pellet catchers, targets and the climbing tower and will not lend out site equipment.

Our instructors are volunteers, therefore instructor led activities are subject to availability. All instructor led activities must be booked over 7 days in advance and confirmation will be sent to You upon confirming an instructor for the activity.

All other activities can be booked anytime up to and during Your visit to the campsite.

### **Buildings**

We expect all building users to leave buildings in the condition they would expect to find them. We provide a checklist of tasks that we ask all building users to complete upon vacating. The duty warden will inspect the buildings with You before Your departure.

All overnight camping groups are expected to take turns in a rota of cleaning the main site toilets. The time will be assigned with the duty warden at the beginning of Your visit.

### **Air Rifle Shooting**

The Scout Association requires that written consent is obtained by a Parent/Guardian for all persons under 18 taking part in shooting activities (as defined in scouting POR). Before Your session commences the You will be required to show evidence that this has been done and sign the range logbook to confirm that consent has been obtained for all participants.

### **Cancellation**

In the event of cancellation by You, deposit payments are non-refundable.

In the event of cancellation by a Loughborough/Charnwood District group on a day/evening visit 48 hours prior to Your arrival, You will be charged the standard visitor fees and a full outstanding balance is due.

In the event of cancellation by Us, any monies paid will be refunded in full.

### **Child Protection Policy**

We follow the child protection policies set out in POR by the UK Scout Association.

### **Conduct**

Conduct that is considered to be disruptive, contrary to good order or prejudicial to the interest of safety may result in the removal of individuals or groups from the site. In this instance, We accept no liability and no refund will be offered.

### **Damages**

In the event of any damages caused to any of Our property or equipment, except by fair wear and tear, You will be charged the full replacement or repair cost.

### **Data Protection**

We adhere to the data protection policy found on our website at <https://oakscampsite.org.uk>

### **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.



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### **Force Majeure**

We are not liable for any delays or cancellations of Service caused by circumstances beyond Our reasonable control. This includes, but is not limited to, acts of God, political intervention, pandemic, 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.

### **Illnesses, Injuries and Accidents**

All injuries and illnesses requiring medical assistance beyond Your first aid capabilities must be reported to a member of Our site staff. We hold Our own procedures for any emergency vehicles that need to get on site. You must also follow Your organisations procedures for reporting of accidents.

Any collisions involving vehicles must be reported to a member of Our site staff.

### **Obligations of the Customer**

You agree and accept that You shall:

1. Ensure that all information provided to us is true, complete, accurate and adequate
2. Promptly inform Us of any changes to any such information
3. Provide any additional information which We may reasonably require as soon as possible
4. Confirm the accuracy of information held by Us promptly following any request

### **Payment Terms**

Deposit payments are due within 30 days of making your booking unless an agreement is made with the bookings secretary.

Payment reminders are sent out every month for any outstanding payments. The Oaks Scout Camp reserves the right to charge statutory interest on any outstanding balances, in line with UK Law.

All Charges to be paid by You shall be paid in full without deduction or withholding. You shall not be entitled to assert any credit, set off or counterclaim against Us in order to justify withholding payment of such amounts in whole or part.

### **Payments**

For use of Our buildings, deposits are calculated as £20 per nightly use of the Clarke up and £10 per nightly use of the Alpine hut. If You are camping without the use of a building, the deposit is £5 per every booked night. Day visitors with the use of on-site activities do not require a deposit.

Payment Information can be found at the bottom of every invoice.

### **Photographs**

We occasionally take photographs for Our own publicity purposes. This might include, but is not limited to, Our social media accounts or for Our website. If any of Your members do not have permission to photograph from a Parent/Guardian for such purposes, please let Us know when making your booking or during Your visit.

### **Physical Fitness**

It is the group leader's / teacher's responsibility to ensure that the participants have an adequate level of fitness to undertake any activities on site. If You are unsure or have any concerns, please raise these with Your duty Warden prior to participation, or by contacting Our booking secretary who can answer any questions/queries.

### **Risk Management**

All activities are assessed for risk and reviewed regularly. Specialist equipment is provided where necessary and is fit for purpose. All equipment is checked regularly and inspected as part of Our safety procedures.

### **Safety Statement**

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

### **Staff Competence**



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All members of Our service team are trained and qualified to the appropriate levels as determined by the UK Scout Association as a minimum. Some of Our instructor staff hold national governing body level qualifications in addition to this. It is however Your responsibility to provide suitable and adequate supervision for the young people in Your group.

### **Statement of Assumed Risk**

Outdoor and adventurous activities often involve learning new skills in unfamiliar environments. Both participants and persons with supervisory responsibility must accept an element of risk. To minimise risks, We have developed a safe system of work and regularly risk assess our activities.

Clear instructions are given by our instructor teams, and in our welcome pack, regarding measures that must be taken in order to minimise any risks as far as possible. These may include, but are not restricted to, removing jewellery, rings, chains, earrings etc and tying long hair back.

### **Supervision of Participants**

It is Your responsibility to provide adequate and suitable supervision for the participants in Your group during your stay. We accept no responsibility for the general supervision of Your group while on site.

During instructor lead activity sessions, the instructor in charge of the session is responsible for ensuring the safety of the participants undertaking the activity, but it is still Your responsibility to provide general supervision for the group (e.g. for the members of the group waiting for their turn).

### **Safeguarding**

As we are a Scout campsite, Our primary concern is for the safety and security of the young people on site. All adult leaders staying on site overnight must hold a current DBS (Disclosure and Barring Service) Certificate. This must be in accordance with the Scout Associations/Guide Associations nights away guidance. Groups are to be responsible for managing and supervising any visiting adult without a DBS Certificate and they must not be left unattended.