

Terms and Conditions

1. Bookings

1.1 Booking Requirements

- All bookings require a group leader who is an adult aged 18 or over and who is present for the duration of the Booking. The group leader agrees to be responsible for any visitors under the age of 18 relevant to the booking, including health and safety.
- If the booking is for a Camp or Lead Away permit we would like the unit leader or mentor to contact us via email first to ensure that our site is suitable for your young member.

1.2 How we will accept your booking

- Bookings for residential and day visits can be requested via the Hallmaster Booking System. Bookings for activities can be made via email to letsbookdudsbury@gmail.com. Activity bookings will be added to the Hallmaster Booking System by our team so that you can log in and see your booking at any time.
- We accept your booking on a provisional basis when we email you an invoice. The provisional booking will be held for a period of 21 days to allow you to pay the requested deposit or full payment (depending on the type of booking) which will be set out in the invoice email and detailed on our price list. On receipt of the payment, a contract will come into existence between you and us in accordance with these terms.
- If we are unable to accept your booking, we will inform you of this and will not charge you for the booking. This may be because the date is no longer available due to a conflicting booking or resource availability. If you have paid the deposit, this will be refunded in full following us confirming we cannot accept your booking.

2. Prices and payment

Bournemouth Guide Camp Association is not VAT registered. Prices are displayed in Pounds Sterling. The prices for the facilities and services that you are booking with us are detailed in the quote (for residential bookings) or the invoice (for day visits), issued on submission of your booking. Payment of your invoice in accordance with clause 1.2 confirms that you have agreed that these are the prices you will be charged.

If we accept and process your order where a pricing error is obvious and unmistakable and could reasonably have been recognised by you as mispricing, we may end the contract, and refund any sums you have paid (including your deposit).

2.1 How you can pay.

- A bank transfer is our preferred method of payment but we are also able to accept cheques. We do not accept cash. Cheques may be sent to Bookings, The Cottage, Dudsbury Guide Camp, Christchurch Road, West Parley, Ferndown, Dorset BH22 8SS. Personal cheques are not accepted from uniformed and youth groups.
- BACS payments can be paid to:
Account: 42177048 Sort Code: 40-13-07 Bournemouth Guide Camp Association (Please quote your booking reference)
- Any cheques returned not cleared by our bankers are subject to a £25.00 charge.

2.2 Securing your booking with a deposit or full payment.

- Bookings for residential stays are confirmed on receipt of a deposit in the amount of £50.00 for three days or fewer or £100.00 for more than 3 days. Where more than one facility is booked the relevant deposit for each venue will be required.
- Bookings for day visits are required in full at the outset to secure your booking.
- All payments are non-refundable and non-transferable other than as set out in this agreement.

2.3 Paying the balance

- The balance of payment for residential stays is due 14 days before arrival.
- Fees for additional participants or activities booked during your stay will be listed and are due before your departure.
- Payments not paid before your departure are subject to a £25.00 charge.

3. Cancellations

- Cancellations must be sent by email to letsbookdudsbury@gmail.com. In the event of a booking being cancelled the following charges apply (subject to review in extenuating circumstances):
 - 61 days or more, loss of deposit.
 - 60 – 30 calendar days' notice or less a charge of 50% of the booking.
 - 29 calendar days' notice or less or in the event of a non-arrival, the full price will be charged.
- Dudsbury reserves the right to cancel, alter, or delay any camp, accommodation or activity, where forced to do so by circumstances beyond our control. It is recommended that you obtain your own insurance to cover this.
- Dudsbury reserves the right to send away from a camp or activity, any person who in their judgement is found to be unmanageable or a danger to the safety or enjoyment of others. In this event no refund will be given. Any additional costs and responsibility involved in removing the participant will be borne by the group.

4. Site

- Dudsbury Guide Camp is a non-smoking site. This includes the use of vape and e-cigarettes.
- Alcohol may only be consumed by persons over the age of 18 years. Alcohol may only be consumed on your own campsite or in the building you have booked. Alcohol must not be consumed in front of young people.
- Having fun is what Dudsbury is all about. However, the enjoyment of others and consideration for our neighbours must not be compromised. All groups need to keep noise to a minimum between the hours of 22:30 and 07.00.
- All official signs and notices displayed within and around the site shall be adhered to.
- It is the responsibility of the Group Leader to ensure that all doors, windows and gates are secured when the group is not on site and before departure.
- Items that could cause damage or injury (including fireworks) shall not be brought onto the site.
- Vehicles using the private road must adhere to the 5mph speed limit.
- Leaders may take vehicles onto the field to load/unload when it is safe to do so but must then park in the car park unless the driver is unable to cross the field unaided. Parents and participants are not permitted to take vehicles onto the field unless the participant is unable to cross the field unaided.
- Leaders are responsible for obtaining the necessary licences for the playing of pre-recorded material and music.
- Dudsbury Guide Camp is covered by all necessary insurances. Details are available on request.
- Users are not permitted to dig pits on the site.
- Ground fires are only allowed on dedicated fire bases.
- Altar fires must be used on other parts of the site.
- Furniture and equipment must not be removed from the site.

5. Cleaning and Damage

- It is the responsibility of the hirer to ensure that all areas used by their group are left in a clean and tidy condition at the end of a booking. A checklist will be provided to complete before your departure.
- All waste that is not recyclable must be placed in the bin at the end of the drive. Failure to do so may result in an additional charge.
- All faults, repairs, breakages and damage must be notified in the accident/damage record book which is located in the House. Serious faults or damage must be reported to the wardens immediately.
- We reserve the right to charge groups who damage equipment or buildings, or who fail to leave the hired facilities in a reasonable condition. Charges for damage will reflect the costs for replacement or repair as necessary.

6. Complaints

If you have any complaints during your booking, please notify the wardens. We will do our utmost to find a satisfactory solution. If you are not satisfied, please contact letsbookdudsbury@gmail.com within 21 days of the end of your booking.

POLICY STATEMENT

It is the policy of Bournemouth Guide Camp Association to make every effort to ensure the safety and safeguarding of adult and child visitors from physical, sexual, and emotional harm while participating in activities on site. You should be aware that there is a public right away around the edge of the site. Bournemouth Guide Camp Association expects all visitors to adhere to their own organisations safeguarding policies ensuring that all reasonable steps are taken to ensure that, through proper ratios and supervision children, young people and adults taking part in activities do so in a safe environment. Where visitors outside of organisations with safeguarding policies bring children or vulnerable adults on site, please ensure that such persons are supervised by parents/guardians at all times. Please be aware that the on-site Warden holds a current DBS certificate. It is a requirement that any instructor on site to also hold a DBS certificate, appropriate qualification, risk assessment and insurance for the activity being provided.