

Terms and Conditions

Important information

Please read carefully, if you need to ask a questions please contact us.

Bookings and Deposits

We will hold a provisional booking for up to 4 weeks from the date of booking. If a deposit has not been received within this 4 week period we may cancel your booking without notice. A deposit is a non-returnable booking fee that is deducted from your final balance. In the event of cancellation by the customer it is non-returnable. By paying a deposit you are accepting the terms and conditions as laid out here.

In the event of a booking being cancelled at less than 40 days' notice, or in the event of non-arrival, Prances reserves the right to charge the full price for the facilities booked.

In the event of cancellation the falling charges apply:

- a. More than 40 days before event – Loss of deposit.
- b. 40 – 21 days before date of event – 50% of total cost.
- c. 21 – 8 days before date of event – 75% of total cost.
- d. 7 – 1 days before or no show – 100% of total cost.

Cancellation must be made in writing or by e-mailing to Prances Scout Centre with the date of deliver being deemed the date of notification. The percentages listed above relate to the total cost of the booking. However the deposit will be forfeited in full. We suggest you may want to arrange your own cancellation insurance particularly for large bookings.

Charges and prices are subject to change. Please check with the Wardens for up to date price information. Prices are normally only reviewed and changed annually on the 1st January. Please note all evening visits must be paid for in full at least 1 week in advance unless already agreed.

Activities booked in advance will be charged in full if the group fails to turn up.

Prances reserves the right to cancel, alter or delay any camp or activity where forced to do so by circumstances beyond our control, such as illness, weather or any situation that we believe would put participants or employees in danger. This may be done with little or no notice.

Buildings

Groups hiring indoor accommodation are asked to note that no bedding or cleaning consumables are providing in the buildings unless otherwise agreed.

Buildings should be left in the same condition they were on arrival. All buildings are inspected after your departure, if the building is left in such a way that requires additional cleaning to return it to the same condition as it was on arrival a charge of (£25) may be added to your booking.

We reserve the right to charge groups for any damage to buildings or for any damaged or missing equipment. The cost of this will be the cost of a replacement.

All buildings are no smoking.

We do provide basic first aid kits in the main hall but are not liable for any groups specific medical needs or in case of accident or emergency.

Camping

Please do not dig pits at Prances. Fire bowls are permitted if agreed. All rubbish can be disposed of or recycled in the bin area by the entrance to the campsite.

Please ensure that no litter or equipment is left behind after you depart.

Ground fires are not allowed except in the large fire pit area on site.

Please use the metal bins and shovels provided in the bin area to dispose of ash. Please do not place hot ash in the bins and please do not dispose of the ash in the bushes or hedges.

Firewood is available from our well stocked wood piles. Caution is advised and monitoring by groups leaders when collecting wood. Make sure you are safe and have the right protective gear

on whilst collecting it, we are not liable for injury caused by unsafe handling of materials. Please use it conservatively and return any unused wood to the woodpile. Whilst we endeavour to allocate groups the campsite they have requested, we reserve the right to offer an alternative site if conditions so indicate we need to.

General

Responsibility for the supervision and welfare of groups remains with the responsible adult (camp leader) as notified on the booking form.

All participants are the responsibility of the visiting camp leader and they are responsible for the behaviour of their party.

The responsible leader (camp leader) is responsible for the welfare of their group.

Prances instructors are responsible for the safe and clear delivery of activities and their decision is final on all matters regarding the operation of activities.

Please ensure no participants or visitors pass thorough other groups campsites.

The speed limit on site is 5 mph.

Vehicles may be permitted on site to unload if they contain group equipment and to Park in the car park only. Not on the field unless agreed.

All group leaders must report their arrival to reception.

Please ensure that the language and behaviour of your group is not foul or offensive and is appropriate to a Scout Campsite.

Please observe the noise curfew between 10.30pm and 7.30am.

At times Prances may take photographs, videos or use other recorded media for marketing and advertising. If you are not happy to feature in this media please make yourself known to reception or to the member of staff recording the media.

Generally we do not allow amplified music or generators. Please seek the permission of Guest Services before using this equipment. Requests to turn this equipment off or down by Prances staff must be followed immediately.

Anyone deemed to be under the influence of alcohol, not cooperating with the session instructor or to be causing a dangerous situation during an activity will be asked to leave. Refusal will result in the activity session being stopped and cancelled without refund. Anyone deemed to be under the influence of alcohol and being a risk to others on site will be asked to leave the site immediately.

All group leaders must ensure that every adult (over 18) has followed the checking procedure as laid out by their organisation and has been deemed suitable to work with children. The Scout Association yellow card rules apply at all times. Please contact Guest Services for a copy.

If you have any complaints please notify us as soon as possible in order that we can find a satisfactory solution. In the event that you are not satisfied with the solution please write to the Centre Manager within 7 days of the event.

Failure to comply with the above terms and conditions, failing to follow our code of conduct, aggressive or noisy behaviour may result in your group being removed from the campsite with immediate effect, whatever time of day.