



Grafham Water Centre (GWC)

Schools and Young People
Residential Terms and Conditions



Please read these terms and conditions carefully before you submit your booking; these terms and conditions set out: your rights and responsibilities, our rights and responsibilities, and certain key information. These terms and conditions apply when you and we enter into a contract for the sale and purchase of residential visits to Grafham Water Centre.

Course organisers MUST read these very carefully before making a booking.

General Information

- **Lunches:** Please bring a packed lunch to eat on arrivals day.
- **Changeover days:** Please respect arrival and departure times. On changeover days we need to prepare the Centre to ensure hygiene and presentation standards are met, and safety checks are completed. Arrival times are **10.30** and departure at **14.30**. Bedrooms should be vacated **by 09.30** and will be available for use from **13.00**.
- **Accommodation Requirements:** We will always try to meet your requirements for accommodation. The final arrangements will be dependent on the number of schools on site, and the gender split. We always place the children and young people in rooms where they can be supervised by their school staff. Confirmation of accommodation allocation will be made three months prior to the visit, to allow time for bedlists to be returned to the Centre.
- **Supervision:** Grafham Water Centre accepts responsibility for young people during instructed programme sessions. There will always be a member of staff on call 24 hours a day for emergencies. Groups are responsible for the cost of repairs necessitated by any wilful damage to our property or equipment. No dogs are allowed on site except for accessibility dogs. Smoking, alcohol and any illegal substances are not permitted on site. Group leaders must allow half an hour to liaise with a member of Grafham Water Centre staff, on arrival to outline behaviour expectations and be given an overview of the trip and on departure to provide feedback.
- **GWC availability for Adult and Family Groups:** GWC is open throughout the year including school holidays and weekends and is available for adult and family groups, businesses as well as school and youth groups. In addition, there are specific leisure or professional outdoor education courses available. Please see our website grafham-water-centre.co.uk for more information.
- **Minimum Booking:** There will be a minimum charge equivalent to 10 young people accompanied by 1 free member of staff.
- **Risk Assessments (Group):** Visiting Groups are responsible for the risk assessment of their transport to and from the Centre, free time and self-led activities. Risk assessing children with medical, dietary, behavioural and/or special needs should be undertaken by the Visit Leader, and GWC notified.
- **Risk Assessments (GWC)** Safety management documents such as operating procedures, risk benefit analysis and qualification matrices are technical documents that most of our customers are unlikely to understand fully. It is clearly ill advised for decisions about their

appropriateness to be made by someone without sufficient technical expertise and experience. Subsequently we believe that if a school, LEA or individual receives copies of risk assessments, qualification or procedural documents, and does not comment on them, it would be reasonable for the provider to assume that the customer was accepting them. If something was subsequently found to be deficient with them, we believe the school or LEA would end up with at least SOME of the responsibility. A court may have to decide how much. A copy of our Risk Management Summary will be sent with booking documents, but can also be found on our website at [RMS \(grafham-water-centre.co.uk\)](https://www.grafham-water-centre.co.uk)

Overnight School Supervision

- Free staff places are offered on the basis of 1:10, or part thereof, for supervision of young people whilst at GWC
- Free places are also available for extra staff required for 1:1 support (up to 3 per booking)
- Extra staff above this ratio are charged at 50% of the participant fee.
- All supervisors must be over 18 years old with DBS checks in place.
- The management and supervision of children and young people during free time and during self-led activities remains the responsibility of the school or group and should be risk assessed by the Visit Leader.

Activity Groups

- Activity groups are up to a maximum of one instructor and one accompanying member of staff.
- Visiting staff should be aware that activities may take place in a challenging environment – eg at height or on the water. Any medical or physical condition that visiting staff may have that could affect their safe involvement in such an environment should be discussed with GWC in advance. If they are unable to accompany a group on a particular activity, then the school or group will need to organise for another member of staff to accompany the young people on that activity.

Planning your Activity Programme

- Please familiarise yourself with our website, [Grafham Water Centre](https://www.grafham-water-centre.co.uk) (Schools and Education) where you will see details of the activities we offer. You will be sent a Build Your Visit Google Form for completion. The sooner we receive this back, the more likely you are to get your first choice of activities. Please note that we will do our best to accommodate your choices, but we may need to substitute some activities depending on numbers on site. If you have any specific requirements, eg all water based, problem solving, team building etc, please indicate on the Build Your Visit form.
- We are happy to meet with visit coordinators and show them around the site prior to the visit. Please contact Reception on gwcbookings@cambridgeshire.gov.uk or phone 01480 379500 to make an appointment. We are also happy to show round a small group of anxious children with teacher support, but this must be organised centrally by the school, and not with individual parents. Any individuals who contact GWC will be referred to back to the school office.
- Example timetable for 3 day/2 night residential trips. 2 day/1 night and 5 day/4 night trips are also available – details on request

	Arrivals	Lunch	Ses 1	Dinner	Ses 2	B'Fast	Ses 3	Lunch	Ses 4	Dinner	Group Led	B'Fast	Vacate Rooms	Session 5	Lunch	Depart
Mon-Weds/ Weds-Fri	10.30	12.30-14.00	14.00-15.00	18.00-18.30	19.00-21.00	08.00-09.00	09.30-12.30	12.30-14.00	14.00-17.00	18.00-18.30	19.00-21.00	08.30-09.30	09.15	09.30-12.30	12.30-14.00	14.00-14.30

How to Book

- Complete the booking form on our website [How to Book](#) or email gwcbookings.cambridgeshire.gov.uk stating your preferred dates, numbers (children and staff) year group, any physical difficulties to aid with bedroom allocation.
- We acknowledge that predicting figures can be difficult at the time of booking, but please be as realistic as possible as cancellation fees are based on attendance numbers at time of booking.
- Please note that your initial figures enable us to calculate accommodation requirements and group numbers and staffing levels. Any requested increases should be notified to GWC as soon as possible.
- In order for GWC to confirm your booking, your booking form should be signed by your Headteacher/Senior Manager who has the authority to formally accept the GWC Terms and Conditions and enter into a contract with Cambridgeshire County Council.
- Once dates have been agreed, GWC will send you via email the Booking Confirmation Form with copies of the Risk Management Summary, Sickness Policy and a link to the Build Your Visit form.
- **The signed Booking Form with the Booking Confirmation will constitute a legally binding contract, and cancellation prior to the course may incur a cancellation fee as described on Page 4**

Indemnity and Insurance

- Grafham Water Centre is indemnified by Cambridgeshire County Council public liability insurances in respect of its business activities and any legal liability arising. We recommend schools & groups should arrange their own insurance for personal injury, loss of possessions or cancellations – cover should be effective from the time of booking for cancellation cover to operate.

Sickness

In line with our sickness policy, those individuals who are sick or ill during their stay may be required to go home to recover. This is to ensure the welfare of the individual and to minimise the risk of sickness spreading to others during their stay. **REFUNDS CANNOT BE OFFERED.**

Visiting staff will be required to supervise pupils who are unwell and off programmed activities. Schools or groups would need to ensure that cover is maintained with the activity group.

Timeline for administration of pre-course information and cancellation.

Over 6 months before residential date	25% cancellation fee based on numbers submitted on booking form
Between 3 and 6 months before residential date	75% cancellation fee based on numbers submitted on booking form
4 months prior to the residential date, GWC will request final numbers due to attend. Groups will have 30 days to return this information to GWC. Final details and bedlists will also be sent for completion.	
3 months prior to the residential date, final numbers to have been submitted. The numbers supplied are critical in order for us to ensure we have sufficient accommodation, staffing and for invoicing purposes.	100% cancellation fee based on final invoice

An invoice will be sent to your school/organisation based on your final numbers submitted for payment for your residential. This is issued by Cambridgeshire County Council and should be paid according to the instructions on the invoice. This is payable within 30 days of receipt.

Once this invoice is raised, GWC is not able to issue refunds on individual places should numbers fall before the beginning of the residential.

4 weeks prior to the residential, final details and bed lists should be returned to GWC. This allows us to cater for dietary needs (medical concerns, religious and moral observances), and ensure that bedrooms are timetabled for preparation by our Hospitality team.

If you should have any late bookers for your trip, please do get in touch and if we can accommodate them, we will be happy to do so. An invoice for any extra young people will be sent out after the visit has taken place.

PRIVACY STATEMENT

The information you provide us with at the time of your booking is saved on our database Cinolla. This is so that we can process your booking and send you any relevant details relating to your booking and will be kept for a minimum of one year. Grafham Water Centre is part of Cambridgeshire County Council's services. Other than being accessible to our database supplier for backup your personal details will not be shared with any agencies outside of the County Council. For further information about how the Council uses your information see our main privacy notice at: <https://www.cambridgeshire.gov.uk/data-protection-and-foi/information-and-data-sharing/privacy-statement/>