



GRAFHAM WATER CENTRE TERMS AND CONDITIONS FOR DAY GROUP/CAMPING BOOKINGS

Initial Deposit

All provisional bookings must be confirmed with a flat rate booking deposit of £300. This is not refundable under any circumstances. Payment of this deposit assumes acceptance of these Terms and Conditions.

The final payment

Full payment is due on completion of your visit. We do require your final numbers **two months** before your visit. We will contact you three months before to check our numbers. If we do not receive a response, it will be assumed that numbers are correct, and the final payment will be calculated on that basis unless your numbers increase, in which case you will be charged for the greater number of attendees. You will not be refunded for non-attendees and you are advised to take out insurance against this eventuality.

Cancellations

Grafham Water Centre reserves the right to cancel a booking and will return any deposits and payments at its own discretion.

METHOD OF PAYMENT

All invoices will be sent directly from Cambridgeshire County Council and should be paid according to their instructions. **Please would you also send a remittance advice to grafham.water@cambridgeshire.gov.uk.**

SUPERVISION

Group leaders have a duty of care and are responsible for a high standard of conduct within the Centre. Young people must be accompanied by adult leaders and we recommend a ratio of 1:10 - free adult places are available on these ratios. 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 and on departure.

INDEMNITY AND INSURANCE

The insurance of Cambridgeshire County Council covers all legal liability of the council to all persons on courses. Personal Insurance is provided for all Cambridgeshire County Council Schools on receipt of the deposit payment. We regret that it is not available to other organisations. Such groups are strongly recommended to provide their own insurance for personal injury, loss of possessions or cancellations, which should take effect from the time of booking.

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/>.

Payment of your deposit assumes that you are happy for us to use the details you provide at the time of your booking to inform you of future courses and events run by the Centre. **Please inform the Centre if you are not happy for this to happen.**

PLEASE NOTE – PAYMENT OF YOUR DEPOSIT ASSUMES ACCEPTANCE OF THE TERMS AND CONDITIONS LAID OUT ABOVE