



GRAFHAM WATER CENTRE GENERAL 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 outdoor activity courses and/or day visits to Grafham Water Centre.

Minimum Booking

There will be a minimum charge equivalent to 10 young people accompanied by 1 free member of staff.

Deposit

All bookings will be confirmed by email from GWC. You will be advised that an invoice for your deposit payment of £10 per person will be raised within the week. If you require a Purchase Order for this invoice, please inform us as soon as possible. **This deposit is not refundable under any circumstances.** Payment of this deposit assumes acceptance of these Terms and Conditions.

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 and give you a date to respond to us. 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.**

Key Information

For bookings which include Activities

Please familiarise yourself with our website, [Grafham Water Centre](#) (Schools and Education) where you will see details of the activities we offer. You will be sent a Build Your Visit Microsoft 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, e.g. all water based, problem solving, team building etc, please indicate this on the Build Your Visit form.

The timings of your booking reflect when your activities are programmed to start and end. It is important that time is allowed for arrival, toilet breaks, escorting to lounge/marquee, discussion with course director about anything we need to know, and that time at the end is allowed for getting back to and embarking on your journey home. We recommend half an hour at either end of the day for these to take place. For example, activities beginning at 10:00 will necessitate arrival at 09.30, leaving at 14.30 will necessitate activities ending at 14.00.

Risk Assessments (Group and Travel): Visiting Groups are responsible for the risk assessment of their transport to and from the Centre. Risk assessing children with medical, behavioural and/or special needs should be undertaken by the Visit Leader, and GWC notified.

Risk Assessments (GWC) 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).

Safety management documents such as operating procedures, risk benefit analysis and qualification matrices are documents that require technical understanding. 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.

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

Photography & Video

During, a visit, photographs and /or video recordings may be taken and used for training monitoring and evaluation purposes.

For pre-arranged courses, if individual users do not wish to be photographed or videoed, the Customer and/or the Users should notify Grafham Water Centre prior to their visit.

For customers making group bookings, especially schools and pre-formed youth groups, this consent is found on the Build Your Visit form.

Indemnity and Insurance

The 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.

Data Protection and Privacy Statement

Grafham Water Centre handles information in accordance with the General Data Protection Regulations (GDPR) 2016 and Freedom of Information Act 2000. Cambridgeshire County Council is the Data Controller for the purposes of the GDPR. Grafham Water Centre will collect your organisation details and/or personal information in order to process your booking or enquiry. This information will not be shared with any other third party unless the law requires us to do so, or if that third party is relevant to fulfilling your booking or enquiry. 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