



GRAFHAM WATER CENTRE TERMS AND CONDITIONS FOR CAMPING BOOKINGS

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 of facilities at Grafham Water Centre

Minimum Booking

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

Deposit

Deposits will not be charged for overnight camping only visits.

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

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. Please inform us if your group do not wish to be photographed or videoed prior to the visit.

***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/>

Acceptance of these terms 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.**

**THE TERMS AND CONDITIONS LAID OUT ABOVE ARE ASSUMED TO BE ACCEPTED IF WE DO NOT HEAR FROM YOU
WITHIN 14 DAYS OF DISPATCH**