



GRAFHAM WATER CENTRE

TERMS AND CONDITIONS FOR DAY PRIVATE TUITION BOOKINGS

PROVISIONAL BOOKING

A provisional booking will be held for 14 days after the initial contact is made, after this time the Centre may release this booking unless an extension is made and agreed by both parties.

PAYMENT

All provisional bookings must be confirmed with a booking payment of 100%.

CANCELLATION BY YOU

All cancellations must be advised of in writing. In case of cancellation more than 28 days before the start of the course a refund of fees less £20 or 50% (whichever is smaller) of the fee will be made to cover administration. No refunds will be made less than 28 days before the start of the course. You are advised to take out your own personal insurance for this eventuality. Transfer of courses may be made at the discretion of the Centre Manager and must be notified in writing at least 28 days prior to commencement of the original course. A charge of 10% of the total cost will be made to cover administration cost.

CANCELLATION BY US

Grafham Water Centre reserves the right to cancel if conditions out-side of our control demand. In these circumstances an alternative will be offered or a full refund will be made. Should an alternative be accepted this will be subject to the same terms and conditions as the original booking. Please note we cannot be responsible for any costs or expenses you may incur as a result of the cancellation.

METHOD OF PAYMENT

All payments must be made by BACS or card over the telephone on 01480 810521 Our BACS details are: NatWest Bank, Sort Code 52-10-46, and Account number 25731718. **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/>

Please confirm 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. **Consent to process your information** **Y/N**

PAYMENT ASSUMES ACCEPTANCE OF THESE TERMS AND CONDITIONS