

1st Hednesford Scouts

Carols Around The Campfire 2024 - Terms & Conditions

The following Terms and Conditions apply to all bookings made for all Scout Adventures Events and by making a booking you are agreeing to and accepting the following.

DEFINITIONS

“Activities” – means those Scouting Activities taking place as part of any Scouting Event’s programme.

“Scouting Event(s), Hednesford Scout Event(s), Event(s)” – includes Carols Around The campfire, Return2TheSurf, Summer Camp, Any Nights Away, Day Trips, Evening Events, etc.

“Booking Purchaser” includes the individual and/or party making the booking on behalf of a group or individual.

“Ticket User” means any individual and/or individuals using the ticket to attend the event. The Ticket User may include the Booking Purchaser where relevant.

Charges and Payments

a) When a booking is made, in the first instance, it is regarded as a provisional booking until we receive payment for the ticket/ event. Please note, a booking will only be deemed as fully confirmed once the payment received has been cleared. Full payment is due directly after completing the booking process.

b) Payments can be made: - Online via Online Scout Manager - By cheque: WE DO NOT ACCEPT CHEQUE PAYMENTS – By Cash, a receipt will be given upon paying with Cash.

c) Tickets are sold subject to the management’s right to alter or vary the Event’s programme due to circumstances beyond its reasonable control without being obliged to refund monies or exchange tickets. This can include change to publicized Activities

General Booking Information

a) All bookings are subject to Policy Organisation and Rules of The Scout Association (POR) which can be viewed here:

<http://members.scouts.org.uk/supportresources/search?cat=480%22>

b) Hednesford Scouts reserves the right to cancel bookings which have not been paid for, without notifying the Booking Purchaser.

c) The Booking Purchaser is responsible for checking all booking details as mistakes cannot always be rectified later and any required changes are subject to adequate notice and availability.

d) We reserve the right to cancel bookings which we reasonably believe to have been made improperly and/or in breach of POR.

e) It is the responsibility of the Ticket User to check whether an Event has been cancelled and the date and time of any rearranged Event. If an Event is cancelled or rescheduled, we will use reasonable endeavours to notify Ticket Users of the cancellation. Hednesford Scouts cannot guarantee that Ticket Users will be informed of such cancellation before the date of the Event.

Ticket Users are advised to read any additional information published on the Event website before attending the Event.

f) Whilst every effort is made to honour your booking as it was at time of confirmation, Hednesford Scouts reserves the right to make changes where necessary. On these occasions we will inform you of any changes as early as possible and allow you the option to cancel the booking without penalty.

g) The management reserves the right to refuse admission should there be any breach of the POR or Terms and Conditions. There will be NO refund given.

h) Tickets may be restricted to a maximum number per person. Hednesford Scouts reserve the right to cancel tickets purchased in excess of this number.

i) It's the responsibility of the ticket user to ensure that they have read all the small print in the advertising of the event to ensure that they have the permission to book tickets. Booked and paid for tickets will not be refunded after payment.

Changes and cancellations

a) Any changes to or cancellation of a booking must be confirmed in writing or will not be valid. Cancellation charges might apply to items booked – including catering (where applicable), camping, activities or any bookable event tickets.

b) The Booking Purchaser is entitled to cancel the booking in total or for any party member(s) subject to the Booking Purchaser providing Hednesford Scouts with written notice and paying the following cancellation charges: - Up to 120 days before Event = 0% of the total bill - Up to 61 days before Event = 50% of the total bill - 60 days or less before Event = 100% of the total bill.

c) It is the Ticket User's responsibility to pay for any amendments to the booking made on site immediately. This includes adding participants or purchasing pre-booked meals and merchandise etc. The offer of additional catering and/or merchandise item is subject to availability.

d) There is no obligation for Hednesford Scouts to provide refunds. Refunds will be considered at the sole discretion of Hednesford Scouts Events Team & Trustee Board and will be dealt with on an individual basis. Changes to the Event programme are covered in section 2.1.c of these terms and conditions and will not necessarily be considered just cause for a refund in the majority of cases.

e) Hednesford Scouts reserves the right to cancel any sold tickets to any event, should they deem it appropriate. Event Leads and the Group Lead Volunteer has the final say on cancelled tickets/ admission to events.

Use of Scout Hub and Services

a) On arrival the Ticket User must check in at reception or the Admissions Point as soon as possible.

b) Groups visiting a Hednesford Scouts Site or a booked venue on behalf of Hednesford Scouts agree to abide by Hednesford Scouts or the venue's Health & Safety and Child Protection policy. Copies of this information is available on request. It is the Ticket User's obligation to ensure this is read and understood prior to arrival by all members of his party.

- c) Use of the centre and facilities is subject to your agreement to follow the “site rules” which includes taking all reasonable steps to minimise disturbance to other guests. It is the Ticket User’s responsibility to ensure that all members of their groups have been informed and understood the site rules.
- d) All groups visiting Hednesford Scouts Site or Booked venue on behalf of Hednesford Scouts agree to follow all relevant statutes, safety announcements and venue regulations whilst attending the Event. Breach of any of these conditions or any unacceptable behaviour likely to cause damage, nuisance, and injury or bring Hednesford Scouts or TSA into disrepute shall enable the Event management to request you leave the Event.
- e) Hednesford Scouts reserves the right to charge groups or individuals for any damage caused to buildings and/or equipment caused by members of your group during your stay.
- f) Hednesford Scouts reserves the right to charge a cleaning fee if a group leaves any area in an unreasonable state of cleanliness.
- g) All itineraries and programmes are subject to alteration due to weather and/or operational factors. In this Event we will inform you as soon as is reasonably possible.
- h) All adults working for or on behalf of Hednesford Scouts, whether employee, contractor or volunteer are members of TSA staff team.

Supervision of Minors

a) Adults accompanying a group agree to act “in loco parentis” at all times and assume responsibility for all young people (i.e. a person under 18 years of age) in their group. Hednesford Scouts volunteers only provide instruction during Activities and must not be relied upon for the supervision of young people unless expressly agreed by them. It is both the Booking Purchaser and Ticket User’s responsibility to be aware and inform other adults in their group of these requirements.

Safety & Security

- a) Hednesford Scouts or the venue has the right to refuse entry to the Event to any person without reason or to require them to cease participating in any activity. If you are found to be behaving in a manner deemed unsociable or potentially dangerous, in breach of these Terms & Conditions, the rules and regulations of the venue or any instructions or directions given to you by any official at the Event, you will be ejected from the Event without refund and, if appropriate, may be reported to the police.
- b) The following articles are not permitted within the venue – illegal substances, weapons, dangerous or hazardous items, political or offensive materials, alcohol and such other items as Future or the venue may deem to be prohibited from time to time. Any person found in possession of such items may be refused entry into, or ejected from the venue.
- c) Hednesford Scouts and/or the venue has the right to search all persons and personal property and refuse admission to, or eject from, the site any person who refuses to be searched by an event marshal.
- d) NO alcohol may be consumed during any events. Under NO circumstances will anyone under the influence of alcohol be permitted to participate in any activity organised by Hednesford Scouts.

Property

a) We do not accept responsibility for the property of Event attendees. Whilst we will do our best to accommodate baggage and/or other belongings, any items deposited with us or left unattended on the premises are deposited and/or left at the owner's risk and without any liability on the part of Hednesford Scouts and/or TSA.

Vehicles on site

a) All vehicles must display the vehicle permits provided by Hednesford Scouts at all times. These can be downloaded from our website.

b) Where vehicles are causing an obstruction or are incorrectly parked, Hednesford Scouts reserve the right to tow such vehicles out of the way without the owner's express permission and will not be liable for any costs and/or damage caused as a result. Where unreasonable damage is caused to the site (including fields) by vehicles, Hednesford Scouts reserves the right to charge the vehicle owner or driver for such damage.

Duration of stay

a) The duration of stay is dependent on the individual booking and can vary for each Event. The duration of stay is confirmed in the Confirmation of Booking email or via the advertising poster for the event. This can be found on the website or emailing events@hednesfordscouts.org.

b) Arrival and departure dates/times are shown in Information packs which can be found on our website or Social Media pages.

c) It is the responsibility of the guest to ensure that their planned itinerary matches the arrival and departure time they have booked for. Arrival or departures outside of these times must be agreed in writing and may be subject to further charges.

Promotional and Marketing

a) At certain times Hednesford Scouts commission professional photographers and videographers to take pictures/videos at their Hub and Events for use in their promotional material. Ticket Users should be aware that on occasion they and their group might be photographed, filmed or audibly recorded (in addition to security CCTV systems) as members of the Scout or Guide Associations or members of the public, for promotional purposes.

b) It is the ticket User's responsibility to notify Hednesford Scouts prior to their visit if any members of their group do not want to appear in any such photography. It is advised to notify the Event Leader, Group Lead Volunteer or Admin at the respective Event upon arrival.

Force Majeure

a) Hednesford Scouts shall not be liable for any delay in performing or failure to perform any obligation or alterations and cancellations due to any cause beyond Hednesford Scouts reasonable control including strikes, lock outs, labour disputes, acts of God, war, riot, civil commotion, terrorism, malicious damage, threats to safety, compliance with any law or governmental order, rule, regulation, or direction, accident, environmental contamination, pandemic, outbreak of disease, breakdown of plant or machinery, fire, flood, storm, difficulty or

increased expense in obtaining staff, materials, goods or raw materials in connection with the performance of this agreement.

Insurance and Liability

- a) Hednesford Scouts/ TSA has legal liability insurance to cover its potential liabilities to visitors to its Scout Hub and Events and for participants in Activities.
- b) Users of Hednesford Scouts sites and events should consider whether they wish to obtain other insurances, such as cancellation or personal accident insurance.

Website

- a) Copies of our Terms and Conditions can be found on our website.

Complaints

- a) Where you have a complaint about a service or facility provided by Hednesford Scouts you should contact the Event Manager or Event Coordinator in the first instance to discuss your concerns, using postal address events@hednesfordscouts.org
- b) Failing a resolution from the above, formal complaints should be sent in writing to the Group Lead Volunteer in writing to complaints@hednesfordscouts.org, who will acknowledge receipt of the complaint within 10 working days. The response will include details of any next steps and/or any actions we intend to take.