



North Leigh 18 Mile Hike – Terms & Conditions

The following Terms & Conditions apply to all bookings made for 1st North Leigh Scout Group Events and by making a booking you are agreeing to and accepting the following:

1. DEFINITIONS

‘Activities’ – means those Scouting Activities taking place as part of any of The Scout Association – 1st North Leigh Scouts (TSA-NLSG).

‘Group Lead’ - includes the individual and/or party making the booking on behalf of a group, section, family or individual. This may not be the leader in charge.

‘Leader in charge’ - means the main point of contact for the group, section, family or individual whilst they are at the event.

‘Attendees’ - means any individual and/or individuals using the ticket to attend the event. The attendees may include the Group Lead where relevant.

‘Event Manager’ – means the person who is responsible for the event and may also be referred to the Camp Leader or Leader in Charge.

‘Event Coordinator’ – means the person appointed by TSA-NLSG to oversee all aspects of the event.

‘Event Manager’ – means the team responsible for delivery of the event and will include, though is not exclusive to, the Event Manager and Event Coordinator.

2. BOOKING PROCEEDURE

2.1 Charges and payments

a). When a booking is made, in the first instance, it is regarded as a provisional booking. Upon receipt of a provisional booking, we will send you the Confirmation of Booking email. Please note, a booking will only be deemed as fully confirmed once the payment received has been cleared. Full payment is due immediately after completing the booking process.

b). Payments can be made:

- Bank Transfer: Refer to your booking confirmation
- By Cheque: It is the Group Lead’s responsibility to ensure that the cheque is made payable to ‘1st North Leigh Scout Group’ and that it is sent and received by Event Team. The booking reference number needs to be indicated on the back of the cheque or on a separate piece of paper relating to multiple booking references.
- (We would prefer one Cheque or Bank Transfer to be made by the Group where possible when multiple bookings have been made).
- By Credit / Debit card: unfortunately, we cannot accept payment by Credit or Debit card.



c). Tickets are sold subject to the managements 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.

d). Invoices not paid in full by the event start date may be subject to a late payment charge of up to 10% of the booking reference at close of registration, at the discretion of the Event Management.

e). It is the responsibility of the Group Lead to ensure that all submitted data is correct at time of invoicing and that any duplicates or incorrect data still on your booking at the time of invoicing is liable to cancellation fees listed in Section 2.3.

2.2 General Booking Information

a). All bookings are subject to Policy Organisation and Rules of The Scout Association (POR) which can be viewed at: <http://members.scouts.org.uk/supportresources/search?cat=480%22>

b). TSA-NLSG reserves the right to cancel bookings for reasons in breach of these Terms and Conditions and will be communicated to the Group Leader before cancellation in writing.

c). The Group Lead 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 attendee to check whether an Event has been cancelled and the date and time of any rearranged Event. If an Event has been cancelled or rescheduled, we will use reasonable endeavors to notify attendees of the cancellation. TSA – NLSG cannot guarantee that Attendees will be informed of such cancellation before the date of the Event. Attendees are advised to read any additional information published on the Event website before attending the Event.

f). Whilst every effort is made to honor your booking as it was at time of confirmation, TSA-NLSG 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). TSA-NLSG reserves the right to refuse admission should there be any breach of POR.

H). Tickets may be restricted to a maximum number per Group. Bookings in excess of 25% of the total number of the Event are subject to this clause. TSA-NLSG reserve the right to cancel tickets purchased in excess of this number.



2.3 Changes and Cancellations

a). Any changes to or cancellation of a booking must be confirmed in writing to Event Management or it will not be valid. Cancellation charges might apply to items booked – including but not limited to catering (where applicable), campsites, indoor accommodation and Activities.

b). The Group Lead is entitled to cancel the booking in total or for any party member(s) subject to Group Lead providing TSA-NLSG 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 attendee'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 TSA-NLSG to provide refunds. Refunds will be considered at the sole discretion of TSA-NLSG and will be dealt with on an individual basis and always subject to these Terms & Conditions. Changes to the Event Programme are covered under section 2.1c of these terms and conditions and will not necessarily be considered just cause for a refund in the majority of cases.

3). TERMS OF USE

3.1 Use of Centre Facilities and Services

a). On arrival, the Group Lead or their representative must check in at reception – or as detailed by the Event Management

b). Groups visiting TSA-NLSG event agree to abide by the Scout Association's Health & Safety and Child Protection policy. Copies of this information is available on request. It is Group Lead's obligation to ensure all attendees have read and understood this prior to arrival by all members of his party.

c). Use of the event centre and facilities is subject to your agreement to follow the "site rules" which includes taking all reasonable steps to minimize disturbance to other guests.

d). All groups visiting an event agree to follow all relevant statues, safety announcements and venue regulations whilst attending the Event. Breach of any of these conditions or any unacceptable behavior likely to cause damage, nuisance and injury or bring TSA-NLSG into disrepute shall enable Event Management to request you leave the Event.

e). TSA-NLSG reserves the right to charge groups for any damage caused to buildings and/or equipment caused by members of your group during the Event or your stay.

f). TSA-NLSG reserves the right to charge a cleaning fee if a group leaves any areas 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 volunteering for or on behalf of TSA-NLSG are members of TSA-NLSG staff team.

i). Fireworks, generators, electricity points, open fires and amplified sound equipment may not be used on site at Event without the permission of the Event Management.

j). Importing materials such as, but not limited to, sawdust, straw and hay that may have an adverse effect on the centre following the events departure is prohibited.

3.2 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. TSA-NLSG volunteers and Contracted Event staff only provide instruction during Activities and must not be relied upon for supervision of young people unless expressly agreed by them. It is both the Group Lead and attendee's responsibility to be aware and inform other adults in their group of these requirements.

3.3 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 (please enquire at reception), any items deposited with us or left unattended on the premises or Event location(s) are deposited and/or left at the owner's risk without any liability on the part of TSA-NLSG. Any property not claimed four weeks after the event will be disposed of.

3.4 Vehicles on site

a). All vehicles must display the vehicle permits provided by Event Management at all times (if applicable).

b). Where vehicles are causing an obstruction, or are incorrectly parked, Event Management 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 reasonable damage is caused to the site (including fields) by vehicles, TSA-NLSG reserves the right to charge the vehicle owner or driver for such damage, It is the duty of the Leader in Charge to make sure that all drivers are aware of this.

c). All vehicles at any TSA-NLSG event or camp are left at the owners own risk and without any liability on the part of TSA-NLSG.

3.5 Promotion and marketing

a). At certain times TSA-NLSG commission amateur/professional photographers and videographers to take pictures/videos at their events for use in promotional material. Attendees 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 Association, for promotional purposes.



b). It is the Group Lead's responsibility to notify TSA-NLSG prior to their visit if any member of their group does not want to appear in any such photography, filming or audible recording. It is advised to notify the Event Manager at the respective centre or event upon arrival. If any individual does not wish to be included in any official; photographs, filming or audible recording, please make your wishes known to the photographer / videographer at the time they are taking photos, video or audible recordings.

3.6 Force Majeure

a). TSA-NLSG shall not be liable for any delay in performing or failure to perform any obligation or alterations and cancellations due to any cause beyond TSA-NLSG's 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 government 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.

3.7 Insurance and Liability

a). The Scout Association has legal liability insurance to cover its potential liabilities to visitors to TSA-NLSG events and for participants in Activities and Event. These can be found by contacting Unity Insurance Services or The Scouts.

b). Users of TSA-NLGS events should consider whether they wish to obtain other insurances before the event or Activity, such as cancellation, personal accident insurance, property and equipment insurance or non-member liability insurance.

3.8 Website

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

3.9 DBS

a). The Event Management assumes responsibility for verifying that all volunteer event staff over the age of 18 years old hold a valid DBS Disclosure authorized by The Scouts.

b). The Group Lead is responsible for ensuring that all adults attending the event as part of their group hold a valid DBS disclosure and that this information is supplied to the Event Management on request prior to the event. Group Leads are also responsible for ensuring that they comply with their organisation's policies and rules.

3.10 Complaints

a). Where you have a complaint about a service or facility provided by TSA-NLSG contact the Event Manager or an Event Coordinator in the first instance to discuss your concerns.

b). Failing a resolution from the above, complaints must be made in accordance with the TSA Complaints procedure to info.centre@scouts.org.uk