

Roselyn House Outdoor Centre Terms and Conditions.

By completing the booking request, you are confirming that you agree to these conditions.

Roselyn House Outdoor Centre is owned by KS Education Limited. The site for the majority of activities is Tawd Vale Adventure Centre in Lathom. As the majority of activities are based at Tawd Vale it is important to understand that KS Education Limited operate under the terms and conditions set out by Tawd Vale, as well as their own.

1) General

a) Tawd Vale Adventure Centre is owned and operated by Merseyside County Scout Council which is a registered charity. In this document, the center will be referred to as Tawd Vale and the charity as Merseyside Scouts.

b) All information provided within any literature produced by or on behalf of Tawd Vale is correct at the time of going to print. It is given in good faith and intended as a guide to accommodation, camping and activity facilities available and may be altered without notice to suit differing seasonal, safety or other conditions.

c) KS Education Limited and RHOC, Tawd Vale and Merseyside Scouts are covered by all necessary insurances. Details are available on request.

d) KS Education Limited and RHOC may use photographs, videos, or other recorded media captured by its own media team for marketing or advertising purposes without any payment or compensation being offered; unless otherwise requested and agreed. KS Education Limited, RHOC and Tawd Vale are fully compliant with GDPR and Safeguarding requirements regarding the use of such media, and would request you make it known if members of your group do not give consent to being photographed or recorded. This can be stipulated on the required consent forms.

e) Behaviour - we reserve the right to remove any group or individual whose behaviour is disruptive to our staff, volunteers or other customers. Where a group is removed from the centre before the booking would normally have concluded, the group will be liable for the full cost of their stay.

f) Health & Fitness - participants must be physically fit to take part in residentials, camps and activities at Tawd Vale and be free from any illness or conditions that may render the residential, camp or activity hazardous. Please do not bring anybody to site who has an infectious disease

g) Smoking & Vaping – whether tobacco or vape products, as well as the obvious risk of fire smoking poses a significant health risk and persons under the age of 18, may not smoke on site

(this is UK Law). Smoking and Vaping is only permitted in designated areas at the Centre, and should not be done in front of young people.

h) Alcohol & Drugs - adults must not consume alcohol when they are directly responsible for young people on a RHOC activity and must not permit young people (aged under 18 years) to consume alcohol on RHOC activities. Tawd Vale is an “illegal drug free” zone anybody found using drugs will be removed from site and in the case of campers under the age of 18, parents will be called to collect offenders. Anybody selling or distributing illegal substances will be reported to the Police without exceptions

i) Quiet Time - as a center we try to be considerate of our users and neighbours. All groups need to keep noise to a minimum between the hours of 11.00pm and 7.00am, which is the time everybody should be able to sleep undisturbed.

j) Vehicles - wherever possible vehicles and people are segregated. Vehicles are not permitted on the campsite areas and must remain in the car parking areas, or roadway by prior agreement. All vehicles must adhere to the 5mph maximum speed and must use their hazard warning lights when travelling on site.

k) All participants in activities provided by RHOC must ensure they have completed the relevant documentation and consent forms prior to visiting the site.

2) Dogs and Other Pets

a) Dogs and other pets, with the exception of guide dogs and assistance dogs, are not normally allowed on Tawd Vale. We may make exceptions to this rule during quieter periods on a case by case basis but permission to have dogs on site must be made by the Centre Manager in writing before arrival.

b) Any dogs permitted to be at the center must be kept on a lead at all times and cleaned up after.

c) If the behaviour of any dog is unacceptable, or the owner does not have proper control of the dog or follow the rules outlined here, we reserve the right to request the owner and their dog leave the centre. If this means that a group has to depart before the booking would normally have concluded, the group will be liable for the full cost of their stay.

3) Bookings

a) A deposit is required to secure all bookings, and is generally 20% of the full expected fee at the time of booking. The deposit specified at the time of booking must be paid before the booking will be deemed confirmed. The deposit is not refundable or transferable. We reserve

the right to cancel any bookings where the deposit has not been paid within 28 days of the deposit being raised.

b) The final payment for all bookings must be made before the booking ends unless prior arrangements for delayed payment have been made in advance with the Centre Manager. Failure to make payment by the agreed date incurs an additional charge of 5% of the final invoice per month after that date.

c) The confirmation of a booking by payment of a deposit or the production of a purchase order constitutes acceptance of all terms and conditions outlined here.

d) All cheques are payable to 'KS Education Limited.

4) Cancellations

a) Cancellations must be made in writing to Tawd Vale. In the event of a booking being cancelled the following charges apply (subject to review in extenuating circumstances):

b) Before the day of the activity, loss of deposit. Deposits are also non-transferable.

c) In the event of a non-arrival, the full price of the booking will be charged.

d) KS Education Limited and RHOC reserves the right to cancel, alter, or delay any camp, course, accommodation or activity where forced to do so by circumstances beyond our control. Where such cancellations take place, a refund will be provided.

e) KS Education Limited and RHOC reserves the right to send away from a camp or activity, any person who in their judgement is found to be unmanageable or a danger to the safety or enjoyment of others. In this event, no refund will be given. Any additional costs and responsibility involved in removing the participant will be borne by the group.

f) In the event that an activity is cancelled by the staff at RHOC then a full refund will be issued or the booking can be transferred to another time.

5) Cleaning and Damage

a) It is the responsibility of the Group Leader to ensure that all areas used by their group are left in a clean and tidy condition at the end of a booking. Groups will be charged an extra £25.00 per hour or part thereof for cleaning if a building or campsite is left in an unsatisfactory condition.

b) KS Education Limited and RHOC reserve the right to charge groups who damage equipment or buildings, or who fail to leave the hired facilities in a reasonable condition. Charges for damage will reflect the costs for replacement or repair as necessary.

6) Activities

a) Group leaders must ensure that participants on activities are appropriately dressed for the activity.

b) Some activities may require the wearing of safety equipment, such as helmets or harnesses. Where such equipment is provided by RHOC and Tawd Vale, participants must wear it at all times during the activity.

c) Certain activities are only suitable for specific age groups and these age restrictions must be adhered to. KS Education Limited, RHOC and Tawd Vale accepts no responsibility when groups fail to adhere to these rules.

d) For the comfort, health and safety of all concerned, smoking is forbidden during any of the activities.

e) No alcohol may be consumed during any activities. Under NO circumstances will anyone under the influence of alcohol or illegal substances be permitted to participate in any activity organised by KS Education Limited and RHOC.

f) Safety is paramount and the decision of the activity instructor as final.

g) All participants in water-based activities must be confident in a buoyancy aid.

h) While we endeavour to include all individuals and their needs, the nature of the terrain, environment and the activities themselves mean that at times some participants may not be able to take part in an activity.

i) Group leaders must make sure that groups arrive on time for activities. Sessions will not be extended to accommodate late arrivals.

j) Where activities are self-led or self-instructed, you are responsible for all of the equipment and facilities that you are using. Such activities must have a competent adult who confirms to the centre that they have full responsibility for leading the activity.

k) Where groups use their own instructor for activities that are normally instructed by Tawd Vale staff, original evidence of recognised qualifications must be presented to the centre before the activity commences.

l) Each activity carries its own minimum-maximum numbers. This can be found on the pricing list. Please be aware of this when booking.

7) Camping

a) The digging of pits on campsites is not allowed.

b) Fire

i) Altar fires must be used at all times. Ground fires are only allowed on a small number of dedicated fire bases.

ii) Have appropriate fire extinguishing media available (fire points are detailed on the Centre map, but you should also have precautions on your camp, particularly in the cooking area)

iii) Ensure that tents are sufficiently separated to reduce the risk of fire spread

iv) No naked lights should be permitted in tents

v) Cookers should be at least one metre away from mess/cook tent walls

vi) Generators are not generally allowed on site. They will be allowed if prior notice of 20 working days is provided. Groups using generators must present a full risk assessment to the Centre prior to use for approval. Generators must not be used between 11.00pm and 7.00am unless prior written permission is provided by the Centre Manager.

c) Injuries, Accidents and Near Misses

i) All activities should be conducted in accordance with UK Scout POR and any other associated guidance and legislation.

ii) Groups must ensure they have suitably qualified First Response cover for their Group. First aid facilities are available, which include a defibrillator (see Centre Map).

iii) All accidents and near misses must be reported to the RHOC Coordinator, Centre Manager or Duty Warden without exception!

d) Child Protection - all adults must respect the "Young People First" code of practice (yellow card), copies are available in Reception. All Child Protection issues or incidents must be reported to the Centre Manager or the Duty Warden.

8) Complaints

a) If you have any complaints during your booking please notify the RHOC Coordinator, Centre Manager or Duty Warden. We will do our utmost to find a satisfactory solution. In the event that you are not satisfied please write to the Centre Manager within 14 days of the end of your booking.