

# Terms & Conditions

Terms and Conditions - Strategy, Evolution & Discover Events

The following Terms and Conditions apply to all bookings made for Strategy, Evolution & Discover 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 event's programme.

"The Events, We" - Strategy & Evolution.

"Leader" - includes the individual and/or party making the booking on behalf of a group or individual.

"Participant" - means any individual and/or individuals using the ticket to attend the event. The Participant may include the Leader where relevant.

## 2. BOOKING PROCEDURE

### **2.1 Charges and payments**

a) When a booking is made, in the first instance, it is regarded as a provisional booking. Your booking is not confirmed until full payment has been received. Submitting a booking request creates a provisional booking only and does not guarantee a space at the event. If all available places are filled before your payment is received, your provisional booking will be cancelled. We will regularly update the number of remaining spaces on this page and our social media channels.

b) Payments can be made:

- Online via BACS

c) Places are sold subject to the organiser's right to alter or vary the programme due to circumstances beyond its reasonable control without being obliged to refund monies. This can include change to publicized activities

### **2.2 General booking information**

a) We reserve the right to cancel bookings which have not been paid for, without notifying the Leader.

b) The Leader 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.

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

d) It is the responsibility of the Participant 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 Participants of the cancellation. We cannot guarantee that Participants will be informed of such cancellation before the date of the Event. Participants are advised to read any additional information published on the Event website before attending.

e) Whilst every effort is made to honour your booking as it was at time of confirmation, we reserve 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.

f) The organisers reserve the right to refuse admission should there be any breach of the POR.

### **2.3 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, campsites and Activities.
- b) Refunds can be requested until the 13th April up to the value of 15 percent of payments received. After this date refunds will not be issued.
- c) There is no obligation for The Events to provide refunds. Refunds will be considered at the sole discretion of The Events 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.
- d) Places are not transferable between groups, spare places must be released back to the event to put back out to the waiting list.

### **3. TERMS OF USE**

#### ***3.1 Use of Site Facilities and Services***

- a) On arrival the Leader must check in at the admin tent as soon as possible.
- b) All groups agree to abide by our Health & Safety and The Scout Association's safeguarding policy. Copies of this information are available on request. It is the Leader's obligation to ensure this is read and understood prior to arrival by all members of their party.
- c) Use of the site and facilities is subject to your agreement to follow the "site rules" which includes taking all reasonable steps to minimise disturbance to other participants. It is the Leader's responsibility to ensure that all members of their groups have been informed and understood the event rules.
- d) All groups visiting our site 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, injury or bring The Events into disrepute shall enable the Event organisers to request you leave the Event.
- e) We reserve the right to charge groups for any damage caused to equipment caused by members of your group during your stay.
- f) 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.
- g) All adults working for or on behalf of The Events, whether employee, contractor or volunteer are members of The Events helper team.
- h) Stoves, BBQ's, gas lights, fires, naked flames and amplified sound equipment may not be used on site at an Event without the written permission of the organisers.
- i) The selling of items for either fundraising or profit and/or promotion of other events are not allowed at the Events without prior written agreement from the organisers.

#### ***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. The Events helpers only provide instruction during Activities and must not be relied upon for the supervision of young people unless expressly agreed by them. It is the Leader's responsibility to be aware of this 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 or helpers. Any items deposited with us or left unattended on the premises are deposited and/or left at the owners risk and without any liability on the part of The Events.

### ***3.4 Vehicles on site***

a) Where vehicles are causing an obstruction or are incorrectly parked, We 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, We reserve the right to charge the vehicle owner or driver for such damage.

### ***3.5 Promotional and Marketing***

a) At certain times The Events may use photographers and videographers to take pictures/videos for use in our promotional material. Participants 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, for promotional purposes.

b) It is the Participant's responsibility to notify The Events 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 Media Lead in the admin tent upon arrival, however it remains the responsibility of the Participant to inform photographers and videographers.

### ***3.6 Force Majeure***

a) We shall not be liable for any delay in performing or failure to perform any obligation or alterations and cancellations due to any cause beyond our 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.

### ***3.7 Insurance and Liability***

a) We have public liability insurance to cover The Events potential liabilities to visitors to The Events and for participants in Activities.

b) Participants should consider whether they wish to obtain other insurances, such as cancellation or personal accident insurance.

### ***3.8 Complaints***

a) Where you have a complaint about a service or facility provided by The Events you should contact the Organising Team in the first instance to discuss your concerns, via [helpdesk@s-e.org.uk](mailto:helpdesk@s-e.org.uk).

b) Failing a resolution from the above, formal complaints should be sent in writing to the Event Director at Strategy & Evolution, Cranham Scout Centre, Cranham, Gloucester, GL4 8HP, 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.