

TERMS & CONDITIONS

DEFINITIONS

"You the customer" a person, group, school, college, company or business buying products or services from Walesby Forest.
"Walesby Forest (Walesby Forest, us, our)" the service or product vendor as identified on your invoice.
"Booking Confirmation" acknowledgment of a service, product or campsite ordered by you, sent to Walesby Forest.
"Charge(s)" as outlined within our Fees current Charges Schedule.
"Services" means the services as described in our Charges Schedule or otherwise agreed in writing between the parties.
"Service Provider" Walesby Forest or its authorised service providers.

APPLICATION

This agreement applies to this sale, service and all statements made by Walesby Forest in brochures, price lists, adverts, quotations including verbally, written or via the internet. Variations to this agreement must be made by us in writing. Placing your Booking Order means acceptance of this Agreement. Walesby Forest may vary these Terms and Conditions at its choosing.

BOOKINGS FOR GROUPS

Bookings can only be made by completing and signing our booking form.

ACCEPTANCE OF BOOKING CONDITIONS

Bookings are only accepted on the basis that the customer agrees to abide by our terms and conditions and confirms this by signing the booking form.

SERVICES

Walesby Forest and its employees, volunteers, agents and contractors shall be entitled to assume that any instructions or information received from the customer or its employees, scouts, guides, volunteers, are given with the appropriate authority, and are true, complete and accurate.

CUSTOMER'S OBLIGATIONS

Booking information: The Client shall promptly provide Walesby Forest on request all such information which Walesby Forest reasonably requires to perform the Service and shall (1) ensure that all information which the Client provides to us is true, complete, accurate and adequate, (2) promptly inform Walesby Forest of any changes to any such information, (3) provide any additional information which Walesby Forest may require as soon as possible and (4) confirm the accuracy of information held by us promptly following any request.

The named leader (Member) is responsible for all actions of group members leading to third party claims and to cover damage to equipment, buildings and property belonging to Walesby Forest and against any claim out of their negligence in using the facilities and equipment.

The leader must ensure that the group abide by any rules and regulations or signage made by Walesby Forest regarding the use of the centre.

Walesby Forest accepts no liability for any injury or damage which might be caused as a result of any misuse of the camping areas, river or any such equipment, and to indemnify Walesby Forest against any claim which might arise from the misuse of such equipment, no matter how such claim arises.

PHOTOGRAPHS

We occasionally take photographs of participants for publicity, including on our own website, if you do not wish to be photographed, please tick the box at the end of the booking form.

ALCOHOL

Clients will not be allowed to participate in any activities if, in the opinion of the manager or instructor in charge, they have used alcohol or drugs.

PAYMENT TERMS

Walesby Forest shall be entitled to charge the customer for all Services. The member shall pay a non refundable membership fee

The customer shall pay to Walesby Forest the charges as outlined within our Charges Schedules.

PROVISIONAL BOOKINGS will be held for **14 days unless otherwise agreed.**

VAT: All charges and other amounts payable are inclusive of value added tax, unless otherwise indicated,

ERRORS, OMISSIONS AND VAT

We endeavour to keep published prices and other information up to date but reserve the right to alter them at any time. You will be advised of any price changes or other relevant changes when your booking is processed. All Charges and other amounts to be paid by the customer under the Charges Schedule (or any other customer and Walesby Forest agreement) shall be paid in full without deduction or withholding and the customer shall not be entitled to assert any credit, set off or counterclaim against Walesby Forest in order to justify the withholding payment of such amounts in whole or part.

CANCELLATIONS

Walesby Forest reserves the right to:
Cancel a booking / course/ event in the event of insufficient demand. Should this occur you will normally be notified not less than 5 working days prior to the booking / course start date.
Please Note: Whilst every effort will be made to provide the programme as advertised Walesby Forest reserve the right to change or cancel the programme in the event of insufficient bookings or circumstances beyond our control.

If we cancel, change or postpone a course We will endeavour to provide mutually acceptable alternative date(s), but if unable to do so, we will make a pro-rata refund.

IF YOU CANCEL

Cancellations of confirmed bookings must be received by us in writing (post, email, fax) and will incur a cancellation fee:
More than 8 weeks prior to start date — 10% of total fee
Between 6 to 8 weeks prior to start date — 25% of total fee
Less than 6 weeks prior to start date — no refund of total fee

FORCE MAJEURE

Walesby Forest is not liable for any delays or cancellations of Service caused by circumstances beyond its reasonable control, including act of God, political intervention, war, act of hostile force, riot, civil disturbance, fire, flood, drought, accumulation of snow or ice, or adverse weather conditions, failure of power supply, failure of plant or equipment and presence of hazards due to defective structure.

DAMAGES

Clients may become liable for loss or damage to the centre and its equipment if caused by the group / members

LOST PROPERTY

We must be notified of lost property within 1 week, as any items found are disposed of after this period.

INSURANCE AND LOSS OF PROPERTY

It is your responsibility to arrange appropriate insurance against cancellation, curtailment, personal accident, personal liability and theft. Walesby Forest only accepts liability for loss, damage or injury resulting from negligence by Walesby Forest.

We are able to offer insurance please contact us for details

DATA PROTECTION (Data Protection Act 1998)

The information you supply to us will only be used to process the booking and for our mailing list. If you do not want to receive further brochures, please tick the box at the end of the booking form..

Membership Application Information

WALESBY FOREST is set in 250 acres in the heart of Sherwood Forest with its own river and purpose build lake for water sports.

We provide outdoor education, residential and day courses, we also offer a unique camping experience incorporating scenic camp sites by the river Maun and an opportunity for children to participate in outdoor adventure activities in a safe and secure environment.

Our centre offers an exceptional array of activities with activities delivered by qualified instructors. To maintain our standards and ensure safety, security and suitability we operate a membership scheme.

Access to Walesby Forest (Riverside) is for **members only**. Members wishing to join must complete an application form (overleaf) and send / deliver to Walesby Forest. Applications are assessed and successful applicants will be issued with a membership card and vehicle pass (which must be displayed at all times when visiting the centre). Please provide 2 passport sized photos.

We have set out the site rules and guidelines which all members must comply with. We also ask all visitors to respect the environment and observe campsite rules and etiquette and members are permitted to use the facilities below.

On Site Facilities

Activities

Walesby Forest is also an Outdoor Activities Centre, we welcome visitors on to our activities programmes. We run daily adventure activity programmes in the summer.

Shop & Cafe

The shop is located in the camp centre and is open most days, please check opening times displayed at the shop or in reception. We stock a small quantity of standard supplies, camping equipment, gas, and a wide variety of confectionery and gift items. Tea, coffee and snacks are served during the day and bar meals during the evening.

Bar

The bar is located in the Robin Hood Suite in the camp centre and is open most evenings from 8.00p.m. However, during busier periods we may open earlier. We stock most popular beers and frequently have cask ale. Children are not generally permitted in the bar, although they can use the games room or bear garden which is adjacent.

Evening Entertainment and Activities.

We regularly hold disco's and karaoke evenings and other evening events in the Barn. There is a nominal cover charge for these events. Regular organised camp fire events are held at the camp fire circle.

PLEASE NOTE: FAILURE TO OBSERVE SAFETY OR RULES WILL RESULT IN THE GROUP BEING ASKED TO LEAVE IMMEDIATELY AND MEMBERSHIP SUSPENDED



TERMS & CONDITIONS

1. FEES & TERMS

- Camp areas are to be booked in advance.
- Group Leaders must provide an Evacuation form (list of visitors) for ALL members of their group upon arrival.
- All fees must be paid on arrival at reception for the full duration of stay.
Payments may be made by cash, cheque or card.
- Tickets relating to your stay and departure must be clearly displayed at all times.
- Campers will be issued with wrist bands for all persons booked which must be worn at all times.
- Campers must vacate their pitch by 10.00am on the last day of their stated period and are requested to leave the pitch in a clean and tidy condition.
- Gazebos (max 3M) are permitted but will incur an additional charge.
- Any person found damaging property or being the cause of a disturbance at any time will be asked to leave the site immediately without refund.
- Only 1 touring caravan and awning permitted on each pitch.

2. FIRES & BBQS

- Strictly no open fires.
- Barbecues are permitted, but must be raised off the ground and not allowed to burn the grass. Please ensure that BBQs are completely extinguished after use.
- All BBQs must be raised from the ground. A charge will be made for any damage caused to grassed areas.

3. OTHER

- Noise nuisance, loud music and offensive language will not be tolerated.
- All generators are to be switched off no later than 20:00 hours and not started before 09:00 hours.
- Children must be supervised at all times.

4. ANIMALS

- Dogs are allowed on the camping field (Hall Field / Riverside only), in all cases dogs must not be allowed to foul the camping site or any mess cleared up, they must be exercised away from the main site and kept on a lead at all times. Dogs must not be left unattended on the site.

5. REFUSE AND SANITATION

- All refuse is to be bagged and placed in one of the refuse skips located at strategic positions around the site. Where possible please take your refuse home for disposal.
- Eisan facilities are provided adjacent to the washing and toilet area.

6. SAFETY & SECURITY

- The entrance barrier will be locked between the hours of 20:00 and 10:00 allowing pedestrian access only.
- Tents / Caravans must be spaced 6 meters apart.

7. VEHICLES

- The speed limit on the park is 5mph.
- The site policy is park and walk. This is for the safety of other visitors and exhaust systems can be a cause of fire.
- Cyclists must stay on designated roadways and observe the site speed limit. All cyclists must wear helmets and use lights if cycling after dusk.
- No vans or commercial vehicles allowed.
- No washing of caravans or cars on site.

8. LOST PROPERTY

- If anything is lost please check with the reception office, as the eventual destination of all found property.

RISK MANAGEMENT

All activities are assessed for risks and reviewed regularly. Specialist equipment is provided and fit for purpose. All equipment is checked regularly and inspected as part of our centre safety systems.

SAFETY STATEMENT

Safety is paramount in all outdoor and adventurous activities, and we ensure our safety management systems are our top priority. We have robust risk and safety management systems in place, which are evidenced in a number of ways.

STATEMENT OF ASSUMED RISK

Outdoor and adventurous activities and camping often involve learning new skills in unfamiliar environments. Both participants and persons with parental responsibility must accept an element of risk. Activities may result in bumps and scrapes. To minimise risks we have evolved a 'safe system of work' and regularly Risk Assess our programmes and activities. Jewellery, rings, chains, earrings etc must be removed or taped over whilst participating in activities which could result in them being snagged. We also ask that long hair is tied back.

STAFF COMPETENCE

All staff are qualified to National Governing Body, where appropriate. Specified staff have a valid first aid certificate and all staff undergo an induction programme. All activities and staff are monitored and evaluated to ensure suitability.

CHILD PROTECTION POLICY

Our policy is consistent with PO&R and current good practise and forms part of our recruitment process. All staff are cleared through the Criminal Records Bureau disclosure procedure.

MEDICAL AND DIETARY DECLARATIONS

If you have a medical condition or illness, you must inform us prior to your visit. We strongly recommend anyone with a medical condition e.g. epilepsy, heart condition, pregnancy etc. also to check with their doctor and the centre before making a booking. You must also advise any physical disability or dietary requirements of which we should be aware.

SPECIAL EDUCATIONAL NEEDS

We welcome and recognise that a percentage of participants may have a special need related to their Academic Progress, Emotional or Behavioural Difficulties, Sensory Impairments or Physical Disabilities. We must be advised of any SEN requirement prior to confirming the booking so that we can discuss that the resources, equipment and participant ratio will be suitable and available for all participants and any arrangements necessary can be fully apprised and included.

PHYSICAL FITNESS

You should ensure that you have an adequate level of fitness for the activities undertaken. If you have any concerns about this please discuss it with our instructors.

SWIMMING ABILITY

All participants taking part in water activities at the centre are equipped with a buoyancy aid, therefore an inability to swim will not exclude you from taking part. However we do ask that you have a certain level of water confidence, relative to the activity. If you have any concerns about this please discuss it with our instructors.

IMPORTANT NOTICE REGARDING AIR RIFLE SHOOTING

All persons under the age of 18 years must have written consent from their Parent/Guardian before undertaking the above activity (as defined in Rule 43.8 of Policy Organisation & Rules). It is understood and accepted that: the signatory of this booking form will undertake to ensure that all adults in their party have been deemed suitable to work with young people by their organisations.

Ref: 0810



WALESBY FOREST

Camping & Touring Caravan Membership Application Form

Please print clearly and return the form to:

Walesby Forest, Brake Road, Walesby, Newark, Nottinghamshire NG22 9NG

Name of Group / Organisation _____

Applicant Name: _____ Max group size: _____

Address _____

Town _____ County _____ Postcode _____

Telephone (Day) _____ Telephone (Mobile) _____

Email _____ Date of Birth _____

Occupation _____ Type of use: Caravan Tent

Other Memberships _____

e.g. Scouts, Guides, Caravan & Camping Clubs, Sports Clubs etc

Please enrol me as a member / renew my membership of the Walesby Riverside Camp site.

Membership runs from January to December. Membership Fees: £10.00 annually

Members receive a £5 discount on their 1st visit.

Please tick the box if you would like to receive further brochures from us: No Photos:

I confirm that I (and all in my group) will abide by the rules of the campsite.

Signature: _____ Date _____

For office use: Checked / Accepted Y/N: _____ No _____

Please complete the booking form and return it to
Walesby Forest, Brake Road, Walesby, Newark, Nottinghamshire NG22 9NG