



Haven Banks Outdoor Education Centre.



BOOKING CONDITIONS.



HAVEN BANKS
OUTDOOR EDUCATION CENTRE

THE BOOKING:

Individual Bookings – (non-invoice). Full payment must be made at the time of booking. Payment can be made by cash, credit or debit card or by cheque.

Group Bookings (Invoiced). Bookings are only confirmed once written/email confirmation has been received from the customer. Once the booking has been confirmed by the customer, Haven Banks OEC will send through confirmation and details of your booking. It is the customer's responsibility to check through this booking information and to contact the centre immediately should there be any mistakes or should amendments be required.

An invoice will be raised for 25% of the booking fee upon confirmation of the booking and/or the Invoice for the balance will follow no later than 8 weeks prior to the booking taking place.

CANCELLATION:

All cancellations made by the customer must be in writing and acknowledged by the Centre (please retain your acknowledgement email for future reference).

In the event of cancellation.

A cancellation fee will be due as follows:

All deposits are non-refundable.

- **Eight weeks or more** prior to the commencement of course/event date: **Deposit only payable.**
- **Three weeks to eight weeks** prior to the commencement of course/event date: **Seventy five per cent (75%)** of your total course fee will be invoiced/retained by the Centre.
- **Three weeks or less** prior to the commencement of course/event date: **One hundred per cent (100%)** of the total course fee shall be invoiced/retained by the Centre.
- **One hundred per cent (100%)** of the course fee is invoiced/retained if the customer **cancels or does not attend after the commencement date of the course.**

Please note deposits are for the full booking. The centre cannot offer any discount or refund where participant numbers are reduced after the booking has been confirmed.

Group leaders or course participants are advised to consider taking out cancellation insurance.

PRICES INCLUDE:

- All specialist equipment
- Qualified Instructor (s)
- Use of Haven Banks Buildings and facilities (i.e. classroom, pontoons, changing room, showers)
- Protective Clothing. (Please see clothing/kit list)
- Wetsuits will be provided for windsurf sessions. For other activities a request in advance must be made and there may be an additional charge.
- Teaching Aids

PRICES DO NOT INCLUDE:

- Wetsuits for activities other than windsurfing. For other activities a request in advance must be made and there may be an additional charge.
- National Governing body certificates & badges. These may be purchased from the Centre at a cost
- Transport to off site activities;
- VAT, where VAT is chargeable. Please ask for details.
- Catering or refreshments, unless on a Camping or residential activity
- Clothing or footwear other than that stated above. (please also refer to Clothing/kit list)

RESPONSIBILITY:

For those groups under 18 years of age, the Centre feels it is important that the Centre Staff and the group leaders know when they are responsible for the young people in their charge.

Visiting Group leaders are responsible for young people:

- Until the Centre Instructor begins the session (first interaction with the group)
- When the group has finished the session (the time in which the group is returned to the leader following an activity)
- During lunch times, unless on an activity day trip. i.e. Canoe expedition

The Centre Staff are responsible for the young people:

- From the beginning of the activity session (first interaction)
- Until the group has finished the session. (the time in which the group has been returned to the group leader following the activity)
- During Lunch periods – only when operating Offsite on an all day activity with the same group, Unless specific responsibility is taken by the leader or the leader is otherwise informed

This is in no way a clear and definitive explanation and both group leaders and instructors should give a clear “hand over” of responsibility to one another at the beginning and the end of each session.

WEATHER:

The Manager will decide in consultation with the instructors and the group leaders, if the weather or prevailing conditions are unsafe for an activity to proceed. In such cases an alternative activity will be offered. The Centre has numerous foul-weather activity options, and the location and water base means such problems are highly unlikely during the summer season. Weather conditions such as strong winds, lightening, or high water levels may well affect certain activities.

PERSONAL BELONGINGS:

The Centre has limited storage space and facilities for personal belongings. Groups and individuals should only bring with them the items they will use whilst at the Centre. Although the Centre has group storage facilities, the Centre will not be held responsible for personal belongings which may go missing. Therefore, valuable personal belongings **MUST NOT** be brought to the Centre and only bring what you or your group requires.

SMOKING:

The Centre is non-smoking establishment, inside and outside the buildings and when engaged in any activity, **all** persons are expected to comply.

UNSUITABILITY OF A PERSONS OR GROUP:

The Centre reserves the right to refuse a booking, or to ask a group or individual to leave the premises or activity session should the need arise. In such circumstances a refund may or may not be given and this is at the discretion of the Centre Manager.