



FRYLANDS WOOD SCOUT OUTDOOR CENTRE

Terms and Conditions

Bookings

Provisional bookings will be held for a period of 21 days. Thereafter, Frylands Wood reserve the right to release your booking.

Confirmation of booking will be on receipt of the relevant deposit(s) and online booking form in the form of a receipt and email. Please read and check the details carefully and notify us of any discrepancy immediately.

All cheques must be made payable to 'Lewisham District Scout Council'.

Activities should be booked in advance and will be charged for if a Group fails to turn up. All activity bookings are subject to alteration due to weather and/or operational factors. Guests will be informed of any changes as early as possible.

We do not allow dogs (Guide Dogs allowed) or other animals anywhere on site at Frylands Wood. The only exception is the Public Footpath used by the General Public.

Prices, Information and Accuracy

Please note that prices and information shown on any price lists, marketing materials and quotes may have changed by the time you come to pay. Whilst every effort is made to ensure the accuracy of information and prices at the time of booking, regrettably errors and changes do occasionally occur. You must, therefore, ensure you check all details with us at the time of booking.

Changes and Cancellations

Failure to comply with our payment terms may result in your booking being cancelled and you being liable for the total cost. Any alterations in numbers or activities just before or on the day of the booking will be added to the total and a final invoice will be issued to you before the end of your booking.

Any changes or the cancellation of a booking must be made by email, phone or writing as soon as possible. The acknowledgement sent by Frylands Wood will state the effective date of the cancellation. In the event of a cancellation the following charges will apply:

- More than 60 days before commencement date – Loss of deposit
- 60 – 31 days before commencement date – 50% of total cost
- 30 – 8 days before commencement date – 75% of total cost
- 7 – 1 days before commencement date – 100% total cost
- On or after the commencement date – 100% total cost

The percentages listed above refer to the total cost of the booking. However, the deposit will be forfeited in full even if it should be more than the subsequent total due. Note: Insurance to cover cancellation should be arranged.

COVID refund policy

We understand that schools and groups are in a precarious position when it comes to booking residential trips with the worry of the continuing COVID-19 Pandemic. We want to assure people that we are doing everything we can to remain COVID Secure and open for business. For this reason, the following will apply in line with our Terms and Conditions Cancellation Policy.

For visits cancelled whilst restrictions are in place from the Government and Department for Education or National Youth Agency, we will transfer the deposit money to another booking that can be made at Frylands Wood or will refund the deposits in full. If restrictions are lifted and the trip is cancelled, then we will follow our standard Terms and Conditions Cancellation Policy.

For visits cancelled less than 7 days prior to arrival date with a COVID Related Issue - We will transfer the deposit money to another booking that can be made at Frylands Wood, minus any money already spent out on items such as food and external staffing and activities. Should the customer not wish to transfer the deposit to another booking then a refund of 50% of the deposit will be made.

Indoor Accommodation

All building charges are inclusive of gas and electricity (NB: we don't have slot meters).

Each accommodation block has a full fitted kitchen with cooking equipment, crockery and cutlery provided. On arrival, you will be given a set of sharp knives, tin openers and whiteboard pens that should be returned to the office on departure.

Groups hiring indoor accommodation should note that we do not provide bedding or catering. Catering can be provided but is chargeable and must be booked at least one month in advance.

The toilets in the buildings have toilet roll, paper hand towels, hand soap and feminine hygiene bins provided with spare stock in the building and is included in building charge.

Groups hiring the accommodation will be expected to clean the building on departure with a check list of requirements on our website and in the welcome pack. You can book a cleaner but is chargeable and must be booked at least one month in advance.

To aid the building cleaning, we provide, included in the hire cost, a Henry Hoover, brooms, dustpans, mops, buckets, black bags, bleach, cream cleaner and a toilet cleaning product are provided and included in building charge. Dishwasher tablets and salt are provided for Pembroke One.

We do not provide other cleaning consumables such as kitchen cloths, washing up sponges or liquid

We do not supply first aid kits in any of our buildings.

We reserve the right to charge a minimum fee of £25 if we have to clean things that are listed on the leaving checklist or cause damage to buildings or equipment. The minimum fee will be increased proportionally if the cleaning takes more than an hour.

You should notify us at the earliest opportunity if you find anything dirty or damaged so that we can replace it for you.

Smoking

Lewisham District Scout Council and Frylands Wood Scout Outdoor Centre is responsible for protecting the health of both its employees, volunteers and the people who use the facilities/services provided by it, and for providing as far as is reasonably practicable a safe and healthy working and learning environment. Should you wish to smoke, please use the designated areas. There are two designated areas on the campsite one is at the rear of the office, the other is by the BBQ Shack outside the Crew Hut. Should you have any concerns regarding this please seek our Smoking Policy which is available from the office.

Alcohol

Consideration should be given to the welfare of your Group, others and young people when consuming alcohol. Under no circumstances may alcohol be consumed in public areas of the site or in front of other Groups. The Scout Association has produced a "green card" that summaries its alcohol policy and copied are available in the office.

We reserve the right to remove anyone from the site who is obviously under the influence of alcohol and causing a nuisance.

Group Leaders

All Group leaders should report to Office to sign in on arrival.

Responsibility for the supervision and welfare of Groups remains with the person who booked notified or delegated deputy. The Group Leader should also be aware of the site Emergency Contingency Plan which is on our website and available at the site office.

Vehicles

The site speed limit is 5 miles per hour. Please ensure all adults in your Group are aware of this including those dropping off or collecting. Parents/carers must not drive on to the camping areas to drop off or pick young people up. They should be asked to park in the car park and walk to the site.

Vehicles are not allowed on camping areas. We do allow vehicles drive up to the entrance of the camping are to unload bulky camping equipment. However, permission must be obtained from Office beforehand and vehicles returned to the main car park as soon as they unloaded.

Waste disposal and Recycling

Please do not dig waste\rubbish pits or burn rubbish at Frylands Wood. All rubbish should be disposed of in the recycling and general waste bins next to the main entrance.

The disposal of large amounts of non-camp rubbish such as old tents is not allowed.

Firewood and Fires

Firewood is available from our wood piles and our 60 acres of woodland. Please use it conservatively and return any unused wood to the woodpile.

Please use designated fire pits or the campfire circle for fires. Please do not create new fire pits as this damages potentially camping spaces for future customers.

Do not put hot ashes in the waste bins or dispose of in the hedges.

Camping

Whilst we endeavour to allocate Groups the campsite they have requested we reserve the right to offer an alternative site if conditions so indicate.

We reserve the right to charge Groups who do not leave camp sites as they found them or who damage equipment. Our Woodlands are managed so please do not cut any live trees or plants without prior permission.

All sites are checked prior to your arrival. Please notify us at the earliest opportunity if you find anything dirty or damaged.

Respect for Other Users

Please observe a noise curfew between 11pm and 7am.

Please ensure that no visitors pass through other Groups sites.

Radios and electronic devices are generally not encouraged. Please ensure that any music or similar cannot be heard from any neighbouring sites and turn them down if asked.

Please seek authorisation to use amplified music or voice from the site office.

Insurance and Liability

As a responsible organisation, the Scout Association has legal liability insurance to cover its potential liabilities to visitors to its premises and participants in activities arising, in negligence. Users of Frylands Wood should consider whether they wish to obtain other insurances, such as cancellation or personal accident insurance.

Force Majeure

Frylands Wood shall not be liable for any delay in performing or failure to perform any obligation or alterations and cancellations due to any cause beyond Frylands Wood's reasonable control. This includes 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 workmen, materials, goods or raw materials in connection with the performance of this Agreement.

Marketing

At certain times Frylands Wood may take photos to use in their promotional material. If any members of your Group do NOT want to appear in any such photography they should notify us prior to their visit and advise the Centre Manager at the site upon arrival.

Frylands Wood uses elements of guest feedback including letters and feedback forms in some promotional material. If you do NOT wish to be quoted, please inform us on any written material that you submit to us.

Frylands Wood Scout Outdoor Centre

Managed by Lewisham Scout District Council (Registered Charity No. 1001668)

The Scout Association Policies

All Groups using Frylands Wood must agree to adhere to The Scout Associations Health and Safety and Child Protection Policies. All Group leaders must ensure that every adult (over the age of 18) has followed the checking procedure as laid out by their organisation and has been deemed suitable to work with children. The Scout Association "Yellow Card Rules" apply at all times. Please contact Office if you require a copy of this. All adults staying overnight must be DBS cleared.

Failure to comply with the above terms and conditions and/or aggressive or noisy behaviour may result in your Group being removed from the campsite with immediate effect whatever the time of day. The local police will support us in this action.