

Hautbois Activity Centre Terms and Conditions



1. Booking conditions

1. A provisional booking taken by telephone, email or letter will be held for 30 days.
2. Bookings can only be confirmed when a completed booking form and requested deposit have been received. Deposits are non-refundable in all cases.
3. All prices quoted exclude VAT (where applicable).

2. Changes to bookings and cancellations

1. Any reductions to numbers of participants must be given by 8 weeks prior to arrival date. Any reductions after this date will be treated as cancellation of part of the booking.
2. Cancellations within 8 weeks of the date of the arrival for all or part of the booking will be charged at 50% of the total amount due (or appropriate proportion thereof if part cancellation) and in full (100%) if within 4 weeks.
3. Requests to change activity schedules are subject to availability and may incur additional charges where appropriate.
4. Hautbois Activity Centre reserves the right to cancel a booking should the need arise. All monies paid to Hautbois in respect of the booking will be refunded in full unless the booking was terminated due to the group failing to meet the booking conditions.

3. Prices and payments

1. Deposits are non-refundable in all cases.
2. Groups will be invoiced for bookings 12 weeks prior to arrival date (unless paid fully in advance) and are required to settle within 30 days of invoicing.
3. Bookings made within 8 weeks of the arrival date or additions to bookings made within 8 weeks prior to arrival date, should be paid in full prior to arrival unless otherwise agreed by Hautbois Activity Centre in writing at the time the booking/addition is made.
4. Hautbois Activity Centre reserves the right to refuse access to the Centre if payment in full has not been received prior to arrival.
5. Additions to the booking made within 2 weeks of the arrival date or whilst on site, will be invoiced on departure.
6. Invoices raised on departure must be paid in full within 30 days of the invoice date.

4. Customers' obligations

1. Any additional needs including SEN and physical disabilities must be notified to the Centre prior to arrival. Leaders are responsible for ensuring the activity instructor is aware of these at the start of every activity session.
2. All allergies, dietary requirements and care needs must be communicated to Hautbois Activity Centre at least two weeks prior to arrival or at time of bookings for last-minute bookings – the centre will provide reasonable adaptations but cannot provide specialist arrangements without prior notice.
3. Group leaders are responsible for their groups at all times including before, after and between activity sessions and during residential stays and camps.
4. Group leaders should take all reasonable precautions to prevent the spread of infectious and contagious diseases including taking any precautions reasonably required by the Centre's staff.
5. Groups other than Girlguiding or Trefoil Guild members must ensure they have adequate public liability insurance during their stay.
6. Customers are responsible for their own property whilst on the premises.
7. Smoking is not permitted inside any building and is permitted on site in the designated area only.
8. Customers are not allowed to bring dogs (except assistance dogs) or any other animal to the Centre.
9. Groups must ensure there is no disruptive behaviour, either on-site or off-site, which could bring Hautbois into disrepute during their stay.
10. Groups are responsible for the cost of any damage they may cause.
11. Activity sessions which are to be led by a group's own instructor can only take place when Hautbois receives a copy of the instructor's relevant qualification, which must be received prior to the group's arrival.
12. Hautbois cannot be held responsible for any activities engaged in by parties at Hautbois which fall outside its operational procedures.

Visitors who fail to comply with our terms and conditions may be asked to leave

Statement of Assumed Risk

Participation in adventurous activities entails some risk of injury. Both participants and persons with parental responsibility must accept an element of risk and that accidents and injuries can happen. To minimise these risks, we have our equipment inspected regularly and to the appropriate high standards. All staff employed by Hautbois Activity Centre are trained and appropriately qualified to run our activity sessions in line with our standard operating procedures and within national governing body guidelines where applicable. Complying with these guidelines will limit the risk of injury. We reserve the right to cancel or modify any activity if we believe there to be adverse risk.

Participants under the age of 18 years must have permission from their parent or guardian before being able to take part in any activity/course offered Hautbois Activity Centre. The parent or guardian needs to be aware and accept the risks involved in adventurous activities and satisfy themselves accordingly.

Hautbois Activity Centre reserves the right to refuse to allow participation or to remove a participant from the activities should it deem it necessary to do so. This includes participants who do not comply with the instructor's direct instructions.

Full activity documentation including risk assessments and safe operating procedures can be requested at any time and are available on our website.