

# Wiltshire Scouts @ Woodhouse Park

We're thrilled to have you join us for a weekend of adventure and fun. To make sure everything runs smoothly, here's a friendly overview of our terms and conditions. We're all about creating a positive and safe experience for everyone involved!

## Who We Are

Wiltshire Scout Council, a registered charity. You can find us at Wiltshire Scout Centre, Potterne Wick, Potterne, Devizes, Wiltshire, SN10 5QT.

## What You Need to Know

When we talk about "Activities," we mean all the cool stuff happening during the event. "The Event" is our weekend of fun and activities for Wiltshire Scouts members.

## Making a Booking

To secure your spot, consider your booking provisional until we receive the deposit payment. Once the deposit (10% of the booking value) is in, your booking is confirmed. Payments are made easily through BACS unless we've authorised cheque payments.

## Changes and Cancellations

Life can be unpredictable, and we get that. If we need to tweak plans or cancel something, we'll let you know. We aim to keep things smooth and hassle-free, so if there are changes, you can amend or cancel without any issues. Our goal is to keep the booking process easy and stress-free for everyone!

## Using Our Site

When you arrive, you need to check in and collect your welcome pack which will contain wristbands, parking permits, and tent tags. Everyone involved must follow The Scout Association's Safeguarding Policy (POR 2.4 - July 2023 (September Update)).

## Supervision and Safety

Adults, you're the heroes here! Take responsibility for the young people's wellbeing. Our helpers will guide participants during activities, but you've got the overall supervision covered.

## Your Stuff and Vehicles

Keep an eye on your belongings; we're not responsible for them. And when it comes to vehicles, park properly, and follow the signs.

## **Photography and Videos**

We might snap some pics and videos for our promo material. Don't worry; we won't catch you off guard. If anyone prefers not to star in our visual story, just let us know beforehand.

## **Safety First**

Your safety is our top priority! We'll be sharing important instructions throughout the event to keep everyone informed and ensure a safe and enjoyable experience for all.

## **Navigating the Unpredictable**

Life can be full of surprises, from unexpected hiccups to unforeseen challenges. If things go a bit off course due to forces beyond our control, we'll work hard to bring everything back on track. We appreciate your flexibility and understanding as we navigate these challenges together.

## **Concerns or Complaints**

Any questions, concerns, or complaints? Reach out to our Event Leadership Team first at [camp24.lead@wiltshirescouts.org.uk](mailto:camp24.lead@wiltshirescouts.org.uk).

If you need to file a formal complaint, send it to:

FAO: The Event Lead  
Wiltshire Scouts @ Woodhouse Park  
Wiltshire Scout Centre  
Potterne Wick  
Devizes  
SN10 5QT

We will acknowledge your complaint within 14 working days and work together to find a solution.

**Thank you for being part of Wiltshire Scouts @ Woodhouse Park. Let's make this weekend unforgettable!**