

# Wiltshire Scouts @ Woodhouse Park

## Booking Terms and Conditions

### Introduction

The Wiltshire Scouts Events Active Support Unit (ASU) is part of the Wiltshire Scout Council, a registered charity in England and Wales, charity number: 1025277. Our address is Wiltshire Scout Centre, Potterne Wick, Potterne, Devizes, Wiltshire, SN10 5QT.

The following Terms and Conditions apply to all bookings made for Wiltshire Scouts @ Woodhouse Park. By making a booking, you are agreeing and accepting the following.

## 1. Definitions

- “**Activities**” means any activity, adventurous or not, taking place as part of the event programme.
- “**The Event**” means Wiltshire Scouts @ Woodhouse Park, a weekend of fun and activities for members of Wiltshire Scouts
- “**We**”, “**The Organisers**”, and “**Us**” means the Wiltshire Scouts Events ASU, the organisers of The Event.
- “**Booking Lead**” means the person and/or party making a booking on behalf of a Scout Group, Scout Section, Scout District or Member of The Scout Association.
- “**Leader**” means any person who is attending The Event as a Leader or Helper.
- “**Participant**” means any person who is attending The Event as a youth-member of The Scout association.
- “**Staff**” means any person who is supporting the event as a paid Contractor or Volunteer.
- “**Attendee**” means any Leader or Participant at the event.

## 2. Booking Procedure

### 2.1. Charges and Payments

- a) When a booking is made, in the first instance, it is regarded as a provisional booking until we receive the deposit payment. A booking is confirmed once the deposit or 10% of the booking value has been received.
- b) Payments can only be made by BACS unless explicitly authorised by The Event Leadership Team where Cheques may be accepted.
- c) Places are sold to the organisers right to alter or vary the programme due to circumstances beyond its reasonable control without being obliged to refund any money paid. This includes any changes to publicised activities.

## **2.2. General Booking Information**

- a) We reserve the right to cancel any booking which has not been paid for in full without notifying the Booking Lead.
- b) The Booking Lead is responsible for checking all booking details are correct at time of booking. Some changes to bookings cannot be made.
- c) We reserve the right to cancel any bookings which have been made improperly or are in breach of POR.
- d) It is the responsibility of Participants to check whether the event has been cancelled and the date and time of the Event. If the Event is cancelled or rescheduled, we will where practicable notify Participants and Booking Leads of the change. All changes will be published on our website.
- e) Whilst every effort is made to honour bookings as made at time of confirmation, we reserve the right to change bookings where necessary. When a booking is changed by The Event, we will endeavour to notify you of any changes as early as possible and allow you to cancel the booking without any charges.

## **2.3. Changes and Cancellations**

- a) Any changes or cancellations of a booking must be confirmed in writing or will not be valid.
- b) Any deposits paid cannot be refunded under any circumstances. Refunds on balance paid can be requested until 1st August 2024. After this date, no refunds can be issued.
- c) There is no obligation for The Event to issue any refund. Refunds will be considered on a case-by-case basis. Changes to the event programme (as detailed in 2.1.c) are not considered to be a reasonable justification for a refund to be issued.

# **3. Terms of Use**

## **3.1. Use of Site Facilities and Services**

- a) On arrival, a Leader from the Group must check in to the event to collect wristbands for the Group, vehicle parking permits and tent tags.
- b) Groups must follow our Health and Safety policy, and The Scout Association's Safeguarding Policy. as per POR Chapter 2 Rule 2.4 (POR July 2023 Edition). Copies of this are available on request. It is the Leaders' responsibility to ensure this is read and understood by all attendees prior to arrival at The Event.
- c) Use of the site and facilities are subject to our agreement to follow the Event Rules which includes taking all reasonable steps to minimise disturbance to other attendees. It is the Leaders' responsibility to ensure that all members of their group have been informed and understands the Event Rules.
- d) All groups visiting The Event must agree to follow all relevant statutes, safety announcements and venue regulations when attending The Event. Beach of these conditions or any unacceptable behaviour likely to cause damage, nuisance, injury, or

bring The Event or The Scout Association into disrepute shall enable The Organisers to request you leave The Event.

- e) We reserve the right to charge groups or individuals for any damage caused to equipment caused during your stay at The Event.
- f) All itineraries and programmes are subject to alteration. They may be changed at short notice. The Event will endeavour to where practicable, notify you of any changes prior to your arrival at The Event.
- g) All adults working for, or on behalf of, The Events whether an employee, contractor, or volunteer, are members of The Events' Helper Team, henceforth known as Staff.
- h) Generators and amplified sound equipment is not permitted at The Event without prior written permission from The Organisers.
- i) The sale or promotion of any items for fundraising or profit, and the promotion of other events is not permitted at The Event without express written permission from The Organisers.

### **3.2. Supervision of Young People**

- a) Adults accompanying a group agree to take responsibility for the wellbeing and welfare of young people (i.e. a person under 18 years of age) at all times in their group. The Staff only provide instruction during Activities and must not be relied upon for the supervision of young people unless expressly agreed by them. It is the Leader's responsibility to be aware of this and inform other adults in their group of these requirements.

### **3.3. Property**

- a) We do not accept responsibility for the property of Attendees at The Event. Any items deposited or left with us, or left unattended at The Event are done so at the owners risk. We do not accept any liability for any items left unattended or deposited with us.

### **3.4. Vehicle on Site**

- a) Where vehicles are causing an obstruction, are incorrectly parked, or otherwise are causing nuisance, The Organisers reserve the right to tow such vehicles without the owners' express permission and will not be liable for any any costs or damage caused as a result. Where unreasonable damage is caused to the site by vehicles, We reserve the right to charge the vehicle owner or driver for such damage.

### **3.5. Promotional and Marketing**

- a) At certain times, The Event may use photographers and videographers to take photos and videos for use in our promotional material. Participants should be aware that on occasion they and their group may be photographed, filmed and audibly recorded (in addition to CCTV) as members of Wiltshire Scouts and The Scout Association.
- b) It is the responsibility of Participants and/or Leaders to notify Us prior to arrival if any members of their group do not want to appear in such photography. Participants should also inform the photographers and videographers.

### **3.6. Safety and Security**

- a) During the event, We may operate CCTV to aid in the safety and security of The Event. Such video footage will be kept securely on local drives and destroyed after the event. The Site may operate CCTV independently of Us.
- b) We may from time to time issue instructions which all Attendees must follow. These will be shared through our internal communication channels and broadcast through loudspeakers in campsites and activity areas. Failure to follow these instructions may result in the group being asked to leave the event.

### **3.7. Force Majure**

- a) In no event shall We be responsible or liable for any failure or delay in the performance of its obligations hereunder arising out of or caused by, directly or indirectly, forces beyond its control, including, without limitation, strikes, work stoppages, accidents, acts of war or terrorism, civil or military disturbances, nuclear or natural catastrophes or acts of God, and interruptions, loss or malfunctions of utilities, communications or computer (software and hardware) services; it being understood that We shall use reasonable efforts which are consistent with accepted practices to resume performance as soon as practicable under the circumstances.

### **3.8. Insurance and Liability**

- a) We have Public Liability Insurance to cover The Event potential liabilities to visitors and to The Event, and for participants in Activities.
- b) Participants should consider whether they wish to obtain other additional insurances such as cancellation and/or personal accident insurance.

### **3.9. Complaints**

- a) Where you have a complaint about a service or facility provided by Us, you should contact the Event Leadership Team in the first instance to discuss your concerns using [events@wiltshirescouts.org.uk](mailto:events@wiltshirescouts.org.uk).
- b) Failing a resolution from the above, formal complaints should be sent in writing to:

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

Who will acknowledge your complaint within 14 working days. Response will include details of any next steps and/or any actions we intend to take.

## 4. Privacy Policy

Wiltshire Scouts Events are committed to protecting and respecting your privacy.

You are a Participant of Wiltshire Scouts Events who enters into a contract with us for services, visits [wiltshirescouts.org.uk](http://wiltshirescouts.org.uk) (our "site"), [book.wiltshirescouts.org.uk](http://book.wiltshirescouts.org.uk) (our "booking site"), or a person who has communicated with us at an event, by phone, email or other means.

This policy together with our terms sets out how we use any information we collect from you, or that you provide to us. Participant Data is personal data and some sensitive data as required to ensure your safety and wellbeing at our events.

Please read this policy carefully to understand our views and practices regarding your data and how we will treat it. By visiting our site and/or attending our events, you are accepting and consenting to the practices described in this policy.

### 4.1. What information do we collect about you?

We collect information about you when you register with us or place an order for products or services. We also collect information when you voluntarily complete health forms, customer surveys, provide feedback and participate in competitions. Website usage information is collected using cookies. Photographs and video are taken at our events.

### 4.2. How will we use the information about you?

We collect information about you to process your orders, manage your account and, if you agree, to email you about other products and services we think may be of interest to you. We use your information collected from the website to personalise your repeat visits to our website. Wiltshire Scouts Events will not share your information for marketing purposes.

Photographs taken at the events and are used for publicity purposes, this information is processed as a legitimate interest. Photographs and videos are never used with names or combined with any other personal information, they are processed purely for publicity purposes (with the exception of CCTV).

We may use CCTV on site for crime prevention and participant safety purposes.

We may combine the information we receive about you with that from other sources to ensure the safety of everyone attending the events.

### 4.3. Disclosure of your information

Your Participant Data may be viewed by certain helpers at Wiltshire Scouts Events and Wiltshire Scouts.

We share some of your information with selected third parties including:

- Suppliers and subcontractors for the performance of any contract we enter into with you including health information where required.
- Analytics and search engine providers that assist us in the improvement and optimisation of our site.

We may disclose your Participant Data to third parties:

- If we are under a duty to disclose or share Participant Data in order to comply with any legal obligation, or in order to enforce or apply our standard terms and other agreements; or to protect the rights, property, or safety of Wiltshire Scouts Events, our Participants, or others. This includes exchanging information with The Scout Association or GirlGuiding.

#### **4.4. Where we store Participant Data**

The data that we collect from you is primarily stored and managed in the UK, but may be transferred to, and stored at, a destination outside the European Economic Area (“EEA”).

By submitting your information or attending our events, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy. All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted using TLS technology. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the Internet is not completely secure. Although we will do our best to protect your information, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

#### **4.5. Retention of your information**

We keep information about you and how you used our services and events for 12 months after the event unless there is a specific reason to keep the information for a longer period.

#### **4.6. Access to information & correction**

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email or write to us using the details below. We may make a small charge for this service.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

## **4.7. Failure to provide health form information**

You have the right to not supply any information requested however this will result in you being unable to attend our events.

## **4.8. Cookies**

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. For further information visit [www.aboutcookies.org](http://www.aboutcookies.org)

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However in a few cases some of our website features may not function as a result.

## **4.9. Changes to our privacy policy**

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated September 2023.