

## Terms and conditions – Accommodation and Camping

### 1. Booking & Cleaning Deposit –

A deposit is made payable to secure your booking. A provisional booking is not confirmed until the deposit is received. Deposits for site fees are available on the website. The deposit is non refundable and is deducted from the total amount due. In addition to the booking deposit a cleaning deposit of £50.00 may also be required when booking the lodge and £20.00 when booking a campsite/campfire circle. In the event that the lodge or site is left in an unsatisfactory state of cleanliness on your departure, the cleaning deposit will not be refunded. Please refer to the Residential Information Pack and/or booking confirmation email on what must be carried out prior to departure.

### 2. Provisional Bookings -

Provisional bookings will be held for a maximum of 14 days from the date that the booking was made, after which they will be cancelled. Cricket Campsite reserves the right to cancel a provisional booking during these 14 days if a confirmed booking is taken.

### 3. Payments –

Payment is due 1 calendar month prior to the start of the booking period and must be paid in full not less than 7 days prior to the start of the booking period. Late payment will incur a late payment charge of £25 per booking. Payment may be made by cheque, BACS or card (via OSM) payment, please write your booking reference on the cheque or use it as the reference in a BACS payment. Payment details will be sent to you once you once your booking is approved.

### 4. Cancellations - Accommodation

Cancellations must be made in writing to the Campsite Booking Secretary. Cancellation more than 2 months prior to the start of the booking period will result in a full refund minus the deposit paid. Cancellations with less than 2 calendar months but more than 2 weeks written notice being received will result in a fee of 50% of the total balance being charged. Cancellations giving less than 2 weeks written notice will result in 100% of the fee being charged.

### 5. Cancellations by Cricket Camp

Cricket Camp reserves the right to cancel any booking made for any reason. Cricket Camp will endeavour to provide as much notice as possible if a cancellation is necessary. Any such cancellation will be made in writing and sent to the person named on the booking form. A full refund will be given if the booking period has not commenced. Should Cricket Camp need to cancel a booking after it has begun a refund will be calculated on a pro rata basis.

## 6. VAT

Cricket Camp is not registered for VAT and therefore it is not charged.

## 7. Allocation of Campsites

Campsites allocated at the time of booking are provisional. Whilst every effort will be made to meet requests for specific campsites no guarantees can be given.

## 8. Camping associated with Indoor Accommodation

Persons who are accommodated on the campsite and also have use of indoor accommodation are treated as resident in the indoor accommodation and the appropriate fee associated with the indoor accommodation is payable. When the number of persons exceeds the maximum number of beds associated with the indoor accommodation then, for those persons in excess of the maximum number of beds, the fee is reduced to the appropriate overnight camping fee.

## 9. Duration of stay

Bookings are taken on an overnight, day or evening basis.

\* Lodge Overnight bookings have a flexible start and finish time, 24 hour duration periods.

\* Lodge Day bookings normally start after 0800hrs (8am) and end before 1700hrs (5pm) the same day, day bookings aren't available on Fridays. Use of bedrooms is not included.

\* Lodge Evening bookings normally start from 1700hrs (5pm) and end before 2200hrs (10pm) Monday to Thursday only.

\* Overnight Camping bookings normally start after 1400hrs (2pm) on the start date and end before 1200hrs (midday) on the end date.

\* Day Campsite bookings normally start after 0800hrs (8am) and end before 1800hrs (6pm) on the same day.

\* Evening Campsite bookings normally start from 1800hrs (6pm) and end before 2200hrs (10pm) on the same day.

## 10. Early arrival and late departure

Subject to availability, earlier arrival and later departure days/times can be arranged. Departing later than the published time, unless pre-arranged, will attract a further charge.

## 11. Cleaning

On arrival your accommodation should be in a clean and tidy condition, if you are not satisfied with the state of the cleanliness you should inform the Duty Warden immediately. On departure you should leave your accommodation/site in a clean and tidy condition. Please refer to the Residential Information Pack on what cleaning tasks must be carried prior to departure. In the event that the lodge/site is left in an unsatisfactory state of cleanliness on your departure, the £50.00/£20.00 cleaning deposit will not be refunded.

## 12. Damage to property

Wilful damage of Cricket Campsite property or equipment will be charged to the group. Any damage must be reported to the duty warden as soon as possible.

## 13. Property –

Cricket Campsite cannot be held responsible for damage, theft or loss of personal or group property whilst using the facilities, this extends to the car park and vehicles. Cars are parked at the owners own risk. Valuables should not be left in cars.

## 14. Pastoral Care

It is the responsibility of the leader-in-charge of the group to ensure that all persons at Cricket Camp are correctly supervised. When members of a group are undertaking activities at Cricket Camp the leader-in-charge must ensure that the pastoral needs of the group are provided for. It is the responsibility of the 'pastoral carer' to ensure that members of the group conduct themselves in a safe and proper manner when not under instruction.

## 15. Rules

All persons using Cricket Camp are required to comply with the rules of the site. Failure to comply with the rules could result in the offender or their whole group being asked to leave the site with no refunds given.

## 16. Local Byelaws

The land surrounding the Camp is private land, owned by the HCC and private smallholders and subject to a set of Byelaws. The public are permitted to use the land for 'the taking of air'. This restricts the use of the land to recreational use, i.e. Walking, Running, Picnicking etc. Cycling is restricted to certain forest tracks and is not permitted on the open forest. Camping is restricted to Cricket. Other group activities, i.e. Rafting or building a bridge across a river, need have permission from the Country Park.

## Terms and conditions – Activities

### 1. Adventurous Activities

#### a. You must ensure that

- i. If you bring your own activity equipment on-site, it must be checked by one of our qualified staff before you use it. You are responsible for arranging this inspection prior to your arrival along with obtaining any necessary authority from the relevant Commissioner in writing.
- ii. If you are supplying your own qualified instructors to run any of the activities listed over, you must provide your current certificates/permits to Campsite Staff in order for booking to be confirmed.

### 2. Activity Group Sizes

- a. Group sizes are 10 participants with the exception of Pétanque which is a group size of 15 participants.

### 3. Canoeing

- a. Canoeing is an off-site activity at Lakeside, Eastleigh. All person taking part in canoeing must be able to swim at least 50 metres.

### 4. Booking sessions

- a. Bookings must be made using Online Scout Manager (OSM) directly or via the OSM portal from the Cricket Camp website.
- b. Activity sessions are hourly.
- c. The Booking Secretary must receive activity bookings at least one month before the session date.

### 5. Cancellation of sessions:

- a. Failure to provide appropriate certificates for equipment or personal qualifications/permits means that you will not be permitted to run your adventurous activities.
- b. Please give us at least 7 days notice if you are cancelling activity sessions. Failure to do so means you will still be charged for the session