



Terms and Conditions (5/6/2023 - 8/9/2025)

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These terms and conditions apply to all bookings made between 5th June 2023 and 8th September 2025.

Terms and Conditions

All bookings are subject to these standard terms and conditions.

These were last updated on 5th June 2023

Cancellations & Changes

Cancellations of confirmed bookings must be received by us in writing (post or email) and will incur a cancellation fee:

Booking conditions	Notice Period between Date of Cancellation and Date of Arrival			
	Within 6 weeks (42 days)	6 to 8 weeks (42 to 56 days)	8 to 12 weeks (56 to 84 days)	Greater than 12 weeks (84 days)
<i>Booking Value less than £100</i>	<i>25% of Booking Value</i>	<i>No Cancellation Fee</i>		
<i>Booking Value £100 or greater</i>	<i>50% of Booking Value</i>	<i>25% of Booking Value</i>	<i>No Cancellation Fee</i>	
<i>Building Hire, School Residentials / Activity Days, Courses</i>	<i>100% of Booking Value</i>			<i>50% of Booking Value</i>

Duke of Edinburgh Expeditions

Some flexibility is afforded to those booking Duke of Edinburgh expeditions. It is possible to book camping for estimated numbers and then revise these numbers at a later date.

If you follow our arrival process and advise us on your final numbers on arrival or departure, a 10% (or 10 camper) adjustment is possible. Further clauses are detailed below.



Scouts
Surrey

Bentley Copse Activity Centre, Hound House Road, Shere, Surrey, GU5 9JH
Office : 01483 202424 | Duty Manager : 07563 044 832 | bookings@bentleycopse.org.uk

Duke of Edinburgh Expedition Bookings

Revising the number of campers for Duke of Edinburgh expeditions.

All notifications of updated numbers must be emailed to us, either by replying to the booking confirmation email or emailing bookings@bentleycopse.org.uk stating the *group name, date of arrival, booking reference and final number of campers (including staff)*.

If you follow our arrival process and advise us on your final numbers on arrival or departure, a 10% (or 10 camper) adjustment is possible. This condition is expanded here:

1. If you notify us of changes later than one week (7 days) after the date of departure: *No updates to the chargeable number of campers is possible.*
2. If you notify us between two weeks (14 days) before arrival and one week (7 days) after the date of departure : *The number of chargeable campers can be reduced by 10% or 10 campers (whichever is greater)*
3. If you notify us between six weeks (42 days) before arrival and two weeks (14 days) before arrival : *The number of chargeable campers can be reduced by 20%.*
4. If you notify us earlier than six weeks (42 days) before arrival : *The number of chargeable campers can be reduced to a new revised estimate.*
5. The number of chargeable campers can be increased at any time at the discretion of Bentley Copse. Increases in numbers are not accepted until a confirmation of the revision has been emailed to you.

Provisional bookings

Will be held for 14 days. **Please note: we cannot confirm booking until your deposit is received.**

Payments can be made by cash or cheque payable to Surrey County Scout Council or BACS.

VAT: All charges and other amounts payable are exclusive of value added tax, unless otherwise indicated. Interest may be charged on accounts outstanding after the due date at £30 or 3% of the balance per month.

Amendments

To amend a booking please advise us at least 21 days prior to the start date. An administration charge may be made for any amendments advised with less than 21 days' notice.

Additional flexibility and amendment clauses apply to those booking Duke of Edinburgh Expeditions, School Trips or Activity Days or School Residentials. See **Cancellations & Changes** and **Duke of Edinburgh Expedition Bookings** above

Activity bookings

Any cancellation of activity booking must be made in writing and at least 7 days in advance. Any activity cancelled less than 7 days in advance will be charge at current prices.

Insurance

It is your responsibility to arrange appropriate insurance against cancellation, curtailment, personal accident, personal liability and theft. Bentley Copse only accepts liability for loss, damage

Rules and Policies

You must adhere to our rules and policies at all times. This includes, but is not limited to: Instructions given via email, phone call or in person and information documents posted on [Prices & Downloads – Bentley Copse Activity Centre](#). If you have any questions regarding what is and isn't permitted, please speak to the duty manager on 07563 044 832.

Additional charges or penalties can be applied when rules and policies are not followed. This may include:

- Being asked to immediately leave Bentley Copse Activity Centre.
- Having future visits to Bentley Copse restricted or cancelled.
- Having your booking charged at the standard rate, rather than any discounted rate.
- Cleaning / making good charges.
- Penalty fees of up to x2 your booking fee or £250 – whichever is greater.

To avoid penalty fees please read and follow our information documents. Please ensure facilities facilities are left clean and free of rubbish. Do adhere to our all-quiet times (before 7am / after 10pm). Do not bring dogs with you and do not drive onto our camping field or woodland.

The full terms and conditions

Definitions

“You the customer/customers” a person, group, school, college, company or business buying products or services from Bentley Copse “Bentley Copse (Bentley Copse, us, our)” the service or product vendor as identified on your invoice.

“Booking Confirmation” acknowledgment of a service, product or campsite ordered by you, sent to Bentley Copse.

“Charges(s)” as outlined within our current fees Charges Schedule.

“Services” means the services as described in our Charges Schedule or otherwise agreed in writing between the parties.

“Service Provider” Bentley Copse or its authorized service providers.

Photographs

We can occasionally take photographs of participants for publicity, including our website and social media, if you do not wish to be photographed, please inform us in writing before you arrive.

Application

These terms and conditions apply to the sale, service and all statements made by Bentley Copse in brochures, price lists, adverts, quotations including verbal written or via the internet. Variations to these terms and conditions must be made by us in writing. Placing your Booking Order means acceptance of this Agreement. Bentley Copse may vary these terms and conditions at its choosing.

Bookings

Bookings for groups can only be made by completing and signing our booking form. Once details have been agreed, provisional bookings will be held for 14 working days once it is entered onto our system and a booking letter is sent out.

To confirm the booking, check the details on the provisional booking form, then sign, date and return it via post or email. On receipt of this signed form we will confirm the booking and send confirmation to you together with relevant group information details. To amend a booking please advise us at least 21 days prior to the start date. An administration charge may be made for any amendments advised with less than 21 days' notice.

Acceptance of booking conditions

Bookings are only accepted on the basis that the customer agrees to abide by our terms and conditions and confirms this by signing the booking form (or by sending it through the online booking form). Bookings for individual courses can only be made by completing and signing our booking form. Before completing the form we advise you to check availability first by calling us on 01483 202424. Once received, your booking will be processed and confirmation, including joining instructions and course details, will be sent before the booking start date.

Services

Bentley Copse and its employees, volunteers, agents and contractors shall be entitled to assume that any instructions or information received from the customer or its employees, scouts, guides, volunteers, are given with the appropriate authority, and are true, complete and accurate.

Excluded Services: Bentley Copse and its employees, volunteers, agents and contractors shall be entitled to refuse to perform any additional services where in their opinion the services are not ones which they are adequately trained or qualified to perform, or are not of a type which they are normally employed to do, or are illegal, immoral or offensive, or are not reasonably related to services already being provided by Bentley Copse.

Insurance and loss of property

It is your responsibility to arrange appropriate insurance against cancellation, curtailment, personal accident, personal liability and theft. Bentley Copse only accepts liability for loss, damage or injury resulting from negligence by Bentley Copse. We must be notified of lost property within 1 week, as any items found are disposed of after this period.

Force Majeure

Bentley Copse is not liable for any delays or cancellations of Service caused by circumstances beyond its reasonable control, including act of God, political intervention, war, act of hostile force, riot, civil disturbance, fire, flood, drought, accumulation of snow or ice, or adverse weather conditions, failure of power supply, failure of plant or equipment and presence of hazards due to defective structure.

Physical Fitness

Leaders/teachers must ensure that participants have an adequate level of fitness for the activities undertaken. If you have any concerns about this please discuss it with our instructors.

Important Notice regarding air rifle shooting

All persons under the age of 18 years must have written consent from their Parent/Guardian before undertaking the above activity.

It is understood and accepted that: the signatory of this booking form will undertake to ensure that all adults in their party have been deemed suitable to work with young people by their organisations.

Customer's obligations

Booking information: The Client shall promptly provide Bentley Copse on request all such information which is reasonably required to perform the Service and shall

- (1) ensure that all information is true, complete, accurate and adequate,
- (2) promptly inform us of any changes to any such information,
- (3) provide any additional information which Bentley Copse may require as soon as possible and
- (4) confirm the accuracy of information held by us promptly following any request.

Self Led Activities

In the interest of safety and facility management Bentley Copse does not make provision for 'Own Instruction' with either centre or own equipment for Air Rifles, Archery or climbing. Swimming' original proof of qualification to be provided before own instruct activities will be allowed to take place. The minimum pool lifeguard qualification is the RLSS national pool lifeguard qualification this is non-negotiable. Where the Teacher or Leader is in Loco Parentis they take responsibility for all actions of group members leading to third party claims and to cover damage and equipment, buildings and property belonging to Bentley Copse and against any claim out of their negligence in using the facilities and equipment. They must ensure that the group abides by any rules and regulations made by Bentley Copse regarding the use of the center. To accept responsibility for any injury or damage which might be caused as a result of any injury or damage which might be caused as a result of any misuse of any such equipment, and to indemnify Bentley Copse against any claim which might arise from the misuse of such equipment, no matter how such claim arises.

Alcohol

Clients will not be allowed to participate in any activities if, in the opinion of the instructor in charge, they have used alcohol or drugs or are under the influence of drugs or alcohol.

Payment terms

Bentley Copse shall be entitled to charge the customer for all services provided. The customer will pay a non-refundable deposit and be notified of any payment schedule in their letter of confirmation. If Bentley Copse has agreed to invoice the customer (this may be subject to a credit agreement) the customer shall pay Bentley Copse invoices within 30 days of the invoice date.

The customer shall pay to Bentley Copse the charges as outlined within our Charges Schedules. Unless otherwise agreed, Bentley Copse may increase the Charges by notice in writing to the customer by a reasonable amount to recover any increased costs or expenses suffered or incurred by Bentley Copse in providing the services (including increased wage bills) as a result of any amendment, revocation, replacement or coming into force of any statute, statutory instrument, directive, regulation, order, or other law.

Provisional bookings

Will be held for 14 days. **Please note: we cannot confirm booking until your deposit is received.** Payments can be made by cash or cheque payable to Surrey County Scout Council or BACS. VAT: All charges and other amounts payable are exclusive of value added tax, unless otherwise indicated, Interest may be charged on accounts outstanding after the due date at £30 or 3% of the balance per month.

Errors, omissions and VAT

We endeavor to keep published prices and other information up to date but reserve the right to alter them at any time. You will be advised of any price changes or other relevant changes when your booking is processed. All Charges and other amounts to be paid by the customer under the Charges Schedule (or any other customer and Bentley Copse agreement) shall be paid in full without deduction or withholding and, the customer shall not be entitled to assert any credit, set off or counterclaim against Bentley Copse in order to justify the withholding payment of such amounts in whole or part.

Cancellations

Bentley Copse reserves the right to:

Cancel a booking / course/ event in the event of insufficient demand. Should this occur you will normally be notified not less than 5 working days prior to the booking / course start date. Please Note: Whilst every effort will be made to provide the programme as advertised Bentley Copse reserve the right to change or cancel the programme in the event of insufficient bookings or circumstances beyond our control.

If we cancel, change or postpone a course we will endeavor to provide mutually acceptable alternative date(s), but if unable to do so, we will make a pro-rata refund.

Cancellations of confirmed bookings must be received by us in writing (post or email) and will incur a cancellation fee:~

For bookings made before Jan 4th 2023:

More than 8 weeks prior to start date — 10% of total fee

Between 6 to 8 weeks prior to start date — 25% of total fee

Less than 6 weeks prior to start date — no refund of total fee

For bookings made on or after Jan 4th 2023:

See the cancellations and changes section at the top of this page.

Activity bookings

Any cancellation of activity booking must be made in writing and at least 7 days in advance. Any activity cancelled inside this period will be charge at current prices.

Risk management

All activities are assessed for risks and reviewed regularly. Specialist equipment is provided and is fit for purpose. All equipment is checked regularly and inspected as part of our centre safety systems.

Safety statement

Safety is paramount in all outdoor and adventurous activities and we ensure our safety management systems are our top priority. We have robust risk and safety management systems in place, which are evidenced in a number of ways.

Statement of assumed risk

Outdoor and adventurous activities often involve learning new skills in unfamiliar environments. Both participants and persons with parental responsibility must accept an element of risk. Activities may result in bumps and scrapes. To minimise risks we have evolved a 'safe system of work' and regularly Risk Assess our programmes and activities.

Jewelry, rings, chains, earrings etc must be removed or taped over whilst participating in activities which could result in them being snagged. We also ask that long hair is tied back.

Staff competence

All staff have the appropriate qualification to the National Governing Body where appropriate. Specified staff have a valid first aid certificate and all staff undergo an induction programme. All activities and staff are monitored and evaluated to ensure suitability.

Child protection policy

Our policy is consistent with that of the scout association and current good practice and forms part of our recruitment process. All staff are cleared through the Disclosure and Barring Services. It is the duty of all users of Bentley Copse to ensure they adhere to their own DBS procedures and reporting system.

Medical and dietary declarations

If you have a medical condition or illness, you must inform us by email or post. We strongly recommend anyone with a medical condition e.g. epilepsy, heart condition, pregnancy etc. also to check with their doctor and the centre before making a booking. You must also confirm on the booking form any physical disability, special needs or dietary requirements of which we should be aware.

Under 16 participants

We cannot accept handover from parents earlier than course start time and expect collection to be promptly at course finish time.

Damages

Clients may become liable for loss or damage to the centre and its equipment if caused by the group/members.

Data protection

All data you supply will only be used for the purposes of your booking and all data is under our privacy policy.

Rules and Policies

You must adhere to our rules and policies at all times. This includes, but is not limited to: Instructions given via email, phone call or in person and information documents posted on Prices & Downloads – Bentley Copse Activity Centre. If you have any questions regarding what is and isn't permitted, please speak to the duty manager on 07563 044 832.

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End of Terms and Conditions (5/6/2023 – 8/9/2025)