



Terms And Conditions - V2025-1

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REVISION : V2025-1

This edition was revised and adopted as of 9th September 2025. Bookings confirmed prior to this date will remain subject to the terms and conditions published or offered at the time of booking.

DEFINITIONS

You / Your Group: The person or group making the booking and/or attending this booking.
Booking : A product, service or combination thereof provided by BCAC to you.
BCAC/Us/Our: Bentley Copse Activity Centre
Fee : The total costs for the *booking* to be paid by *you* to *BCAC*. This includes a Deposit and a Final Payment
Adult : Any person aged 18 or older.
Young Person : Any individual under the age of 18.

BOOKING PROCESS AND ACCEPTANCE

Provisional *bookings* are entered into our booking system upon receipt by *us* of a completed booking form from *you*.

Email confirmations including *booking* reference number and estimated *booking fees* are sent by *us* to *you* via email.

A *booking* is only confirmed once you are in receipt of the booking reference number and the deposit has been paid by *you*.

PAYMENT AND BOOKING TERMS

All payments must be paid by BACS directly into the bank account specified on the invoice. Deposits are non-refundable.

A Final Invoice will be issued following *your* visit to BC. This is payable within 28 days.

If *you* believe the invoiced fees are incorrect, you must notify us via email within seven days of the invoice issue date. If we agree with your amendment a revised invoice will be issued.

SITE RULES AND POLICIES

You must always comply with our Site rules and policies.

This includes, but is not limited to, instructions provided via email, phone, or in person, as well as any information published on www.bentleycopse.org.uk

Self-run activities must be run using the standard operating procedures for the activity.

If *You* or any members of your Group fail to follow our rules or policies or follow safety instructions issued by our staff, you may be asked to leave the site and may be prohibited from making future bookings.

ALCOHOL AND DRUGS

Persons within *your group* will not be allowed to participate in any activities if, in the opinion of the instructor in charge:

- They have used or are under the influence of alcohol or drugs.
- Their behaviour or ability to follow safety instructions compromises normal activity procedures.

RISK MANAGEMENT AND SAFETY

Safety is of paramount priority in all outdoor and adventurous activities. We maintain robust risk and safety management systems, demonstrated through a range of practices and procedures.

All activities are subject to regular risk assessments and reviews.

Specialist equipment is provided and maintained by *us* to ensure it is fit for purpose. All equipment is routinely checked and inspected in accordance with *our* safety systems.

If the safety or wellbeing of any person is at risk, the instructor in charge reserves the right to suspend or cancel activities at their discretion.

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.

GROUP SAFETY AND SAFEGUARDING

All adults on site after 10pm and before 7am must hold a valid enhanced DBS check.

All young persons must be supervised at all times by an adult in *your* group acting *In Loco Parentis*.

You are responsible for ensuring the behaviour and pastoral well-being of those in *your* group.

You must advise BCAC at the time of booking, or as soon as *you* are aware, of any special needs or care requirements for anyone in *your* group.

VEHICLES AND PETS

Vehicles are not permitted to enter any camping or woodland area and must be parked in the car parks provided.

BCAC does not allow pets on site. Exceptions for assistance dogs may be requested in writing and will be considered on a case-by-case basis.

CANCELLATIONS BY YOU

Cancellation requests must be submitted via email, quoting the booking reference number and the reason for cancellation.

Bookings cancelled by *You* will incur a cancellation fee as outlined below:

180 days or more : 25% of the total booking fee

90 days to 180 days : 50% of the total booking fee

90 days or less : 100% of the total booking fee

Cancellation fees may be reduced, waived or used against future bookings at *our* sole discretion

If *you* request a change to your booking which reduces the total booking fee by more than 5% of the total fee, we will treat this as a cancellation

CANCELLATIONS AND CHANGES BY US

Whilst every effort will be made to provide the *booking*, we reserve the right to cancel, change or postpone a *Booking* for any reason.

If we cannot deliver the *booking* we will endeavour to provide mutually acceptable alternative date(s). If suitable alternatives cannot be arranged, we will refund any monies already paid.

We will not be liable for any additional costs incurred by *You*.

ADDITIONAL CHARGES

We reserve the right to charge extra for additional cleaning and tidying, excessive waste disposal and damage to facilities and equipment if this has been caused by *you* or by *your* negligence.

NON-PAYMENT OF INVOICE

If a fee is not paid within the period specified on the invoice *your* booking may be cancelled and outstanding fees remain due.

OVERDUE ACCOUNTS

We reserve the right to charge an overdue payment fee of 2% pa above the Bank of England base rate for the period the invoice is overdue.