

BOOKING CONDITIONS AT TOWER WOOD OUTDOOR EDUCATION CENTRE FOR ALL NON-RESIDENTIAL COURSES, DAY VISITS, SEMINARS AND MEETINGS

Once you decide to accept a booking complete the front of this sheet. Before completing the form, we strongly advise you to discuss your specific needs with the Centre. Each Centre has a detailed User Guide and web-site which may help you in this matter. If you are in any doubt, contact Tower Wood to discuss your requirements.

The Centre will process your application. Please remember that certain time periods are in greater demand than others therefore early booking is recommended. Your course and numbers **will not** be safeguarded until a completed Booking Form and deposit has been received by the Centre.

Reserving Places

Your booking is based on the **minimum** numbers detailed on the front of this form. Please note that you will be charged for this even if the numbers on the day fall below the agreed minimum.

If you find that you wish to bring more than your original number, please contact the Centre to ensure that the extra places are still available. Any additional numbers will be charged accordingly.

Deposits

A non-refundable deposit of 20% of the total fee is required to secure the booking, subject to a minimum of £100.

- **Lancashire Journal Transfer schools** - the transfer will not be made unless a cancellation takes place. This means that no money needs to be sent up front.
- All other users should send a cheque to Tower Wood but made payable to **Lancashire County Council**.

CANCELLATION CHARGES

All cancellations to be in writing.

- Non refundable deposit at any time after course confirmation
- Cancelled within 6 weeks of date of visit - 50% of total amount due
- Cancelled within 4 weeks of date of visit - 75% of total amount due
- Cancelled within 2 weeks of date of visit - 100% of total amount due

The above charges can be considerable. You may wish to check with your insurers to see if you can insure against cancellation.

Balance of payments

There will be a balancing account verified by yourselves and the Centre at the end of the course. You can choose to pay on the day or to be invoiced by Lancashire County Council.

Damages

Tower Wood cannot accept responsibility for **loss or damage to personal property or equipment**. Breakages and damages must be paid for and the Invoice will be sent to the group leader.

Alterations to course

The Centre reserves the right to alter the course due to unforeseen circumstances such as staff illness or absence. Safety remains paramount at all times and it may at times be necessary to change planned activities to reflect staffing levels. Every effort will be made to minimise any disruption should alterations be necessary.

Contact Details and Photographs

Please note that Tower Wood may use Group Leader contact details to send information about Tower Wood in the future, and photographs of any participants for our publicity material, including our web site, unless we hear explicitly otherwise.

Safety, AALA, Acceptance of Risk, Insurance

We place great emphasis on safety throughout our programmes by employing qualified and experienced teachers and instructors (to Adventurous Activity Licensing Authority guidelines). However the activities we teach can be hazardous and though levels of risk are reduced to tolerable levels in line with current best practice, participants must accept that risk management in real situations is an inherent part of the educational ethos of the centre. Parents and guardians must also recognise a degree of risk when signing consent forms. It is now law that all providers of Adventure Activities to young people under 18 must be licensed.

Whilst Tower Wood is covered by professional indemnity insurance, all participants are responsible for arranging their own insurance (if required) for personal accident, personal possessions and cancellation of courses.

Tower Wood Staff reserve the right to ask any group or individual to vacate the premises following a breach of our behaviour policy, a copy of which is available on request. Groups or individuals asked to leave will not be eligible for refunds.