

# Terms & Conditions

## Acceptance of Booking Conditions

Bookings are only accepted on the basis that the customer agrees to abide by our terms and conditions and, having also read our statement of assumed risk, confirms this by signing the booking form.

## Bookings for Individuals

Bookings for individual courses or clubs can only be made by completing and signing our booking form - available in our brochure or online at [www.whitlinghamoec.co.uk](http://www.whitlinghamoec.co.uk).

Before completing your form we strongly advise you check availability of your course first by calling the centre on 01603 632307.

Once received, your booking will be processed and confirmation, including joining instructions and course details, will be sent before the course start date.

We are currently reviewing our systems to enable booking online.

## Bookings for Groups

Groups wishing to book should contact the centre directly to discuss requirements. Once agreed you will be sent details of your booking which will be held for 10 working days. After this time these resources will be made available to other users.

To confirm the booking, check the details, sign and date a copy and return it via post, fax or email. Retain a copy for your records. Amendments to confirmed bookings will be accommodated where possible if advised more than 4 weeks prior to start date. An administration charge of £20 will be applied.

## 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.

To minimise these risks we have a range of safety management systems which are externally inspected regularly.

We reserve the right to cancel or modify any activity if we believe there to be adverse risk.

## 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. We follow strict Health and Safety guidelines as set out by Norfolk County Council, national governing bodies and AALA. Our procedures and activities are continuously monitored and updated to ensure they provide a safe, fun, learning environment.

## **AALA Licence**

Whitlingham Outdoor Education Centre is licensed by the Adventurous Activities Licensing Authority (AALA) for delivering activities to young people. This means that we have been inspected by AALA, and our risk analysis and management systems were found to be satisfactory. We have regular inspections and have a range of technical advisers. For further details of this licence please contact AALA direct on 02920 755715 or visit their website at [www.aala.org](http://www.aala.org). Reference: R0870.

## **Centre Approvals, Adventuremark & Learning Outside the Classroom**

The centre is both a Royal Yachting Association (RYA) Training Centre for sailing and windsurfing and a British Canoe Union (BCU) Approved Centre for all paddlesports. We meet all National Governing Body requirements and undergo annual inspections. We have also been successfully inspected for Adventuremark, Learning Outside the Classroom for activities outside of our AALA licence.

## **Staff Competence**

All staff are qualified to National Governing Body and/or local authority level, where appropriate. All have a valid first aid certificate and undergo an induction programme and staff training. All activities and staff are monitored and evaluated on a daily basis.

## **Risk Management**

All activities are assessed for risks and reviewed regularly. These are inspected as part of our Adventure Activities Licence, NGB centre approval and Adventuremark.

## **Activity Equipment**

Specialist equipment is provided and fit for purpose. All equipment is checked regularly and inspected as part of our centre approval and Adventure Activities Licence.

## **Safeguarding and Protecting Children**

Our policy is consistent with current good practise and forms part of our recruitment process. All staff are cleared through the Criminal Records Bureau disclosure procedure.

## **Physical Fitness**

You should ensure you have an adequate level of fitness for activities undertaken. If you have any concerns about this please contact the centre before booking and discuss it with our instructors on the day.

## **Swimming Ability**

All participants taking part in water activities at the centre are equipped with a buoyancy aid, therefore an inability to swim will not necessarily exclude you from taking part. However we do ask that you have a certain level of water confidence relative to the activity. If you have any concerns about this please contact the centre and discuss it with our instructors on the day.

## **Medical and Dietary Declarations**

If you have a medical condition or illness, you must confirm this to us by completing the relevant section of the booking form. We strongly recommend anyone with a medical condition check with their doctor 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.

## **Jewellery and Long Hair**

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.

## **Conduct**

- All instructions given by Whitlingham staff must be followed, including at break times, when a member of staff other than the instructor may be providing the pastoral supervision. All participants are expected to behave in a responsible manner.
- Misbehaviour or conduct that may compromise safety will result in the participant being excluded from a session or from the rest of the course. Those with parental responsibility will be contacted at the earliest opportunity to discuss the situation and may be required to remove the young person from the site. The Duty Manager's decision will be final, no refund will be made.

## **Accreditation**

Whitlingham OEC staff can only award accreditation to participants who have completed the whole syllabus successfully. This may not be possible due to a variety of reasons e.g. weather conditions, absences, experience required, therefore all our accredited courses are 'working towards accreditation' but are not guaranteed.

## **Cancellations**

Whitlingham Outdoor Education Centre reserves the right to:

- Cancel a course in the event of insufficient demand. Should this occur you will normally be notified not less than 5 working days prior to course start date.
- Cancel or postpone a course due to prevailing or forecast weather conditions, or other factors beyond our control. We will endeavour to provide mutually acceptable alternative date(s), but if unable to do so, will make a pro-rata refund.

## **Cancellations by Individual Participant**

Amendments or cancellations must be received in writing (post, email or fax) at least 3 weeks prior to course commencement. An administration fee of £10 will be charged. Less than 21 days notice will result in no refund.

## **Cancellations by Groups**

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

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

Less than 8 weeks prior to start date – no refund of fee

## **Payment**

An invoice will be sent to you directly from Norfolk County Council prior to the commencement of the course. (If you do not receive your invoice before course commencement please contact the centre on 01603 632307.

Schools and organisations associated with Norfolk County Council should supply their cost codes to enable journaling.

## **Insurance and Loss of Property**

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

## **Data Protection Act 1998**

The information you supply to us will only be used within Norfolk County Council and will not be shared with any other external organisation. If you do not want to receive further brochures, please tick the box at the end of the booking form.

## **Insurance**

Norfolk County Council insure all activities we provide covering public liability and personal accident to £50m

## **Under 16 Participants**

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

## **Photographs**

We occasionally take photos of participants for publicity, including on our own website, if you do not wish to be photographed, please tick the box at the end of the booking form.

## **Errors, Omissions and VAT**

We endeavour 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. VAT applies on sporting lets (apart from 10 or more sessions) and non educational services.