

Terms & Conditions

Booking

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.

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.

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.

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

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.

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.

Data protection and safeguarding

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.

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.

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.

Insurance

Insurance and Loss of Property

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

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.