

Booking Terms and Conditions for Unit Visits 2021

1. Provisional bookings are taken by email to deerpark@girlguidingglos.org.uk and will be held for a period of 7 days. Your booking is then confirmed on receipt of the 'Booking Form for Unit Visits 2021' and full payment. By submitting your booking form and payment, you are agreeing to the terms and conditions laid out below.
2. Unit Visits are offered to Girlguiding units on our main site for morning, afternoon or evening sessions.
3. Unit Visits fees are £20 per pitch, per morning, afternoon or evening session. Bookings can be made on any day of the week. Unit Visits will take place on the main site and we have facilities for up to three groups at any one time.
4. Scouting groups and other youth organisations can potentially be accommodated on Bubbs Hill.
5. Use of the outdoor space during Covid-19 includes sole use of one toilet area for your group. The main toilet block can be split into three separate areas with one group using the toilet in the shower side of the building, and the main toilet side being split into two sections by locking the central door and using the access from each end. Leaders will need to decide how they will manage their group if more than one girl needs to use the facilities during your visit. These facilities are sanitised in between each group visit. All groups should clean hygienically as they use the facility. Cleaning materials will be supplied.
6. Members of all groups visiting the site are expected to manage good social distancing practice and good hand hygiene standards in line with [government guidance](#) and any group not adhering to this will be given one reminder. If they continue to ignore these guidelines they will be asked to leave the site. No refund will be issued under these circumstances.
7. Units need to follow the Girlguiding (or their own organisation) guidance and that of the National Youth Agency at the time of their visit.
8. Groups should bring their own First Aid kit and provide their own first aider holding the relevant qualifications for your organisation.
9. On receipt of your booking form, a provisional booking is made and an invoice will be raised and sent to you via email. Provisional bookings are held for up to 7 days and full payment is then required to confirm your booking. A bank transfer is our preferred payment method but we are also able to accept cheques. We do not accept cash. Full details on how to make your payment are on the bottom of the invoice.
10. If you would like the shop to be open during your stay, please indicate on your booking form and we will liaise with you as to the best time for this. This is subject to staff/volunteer availability.
11. Arrival and departure times are staggered where possible with other groups using the site. Please indicate your preferred arrival and departure times on your booking form. If other groups are already booked then you may need to be flexible with these times.
12. The Leader coordinating your group **MUST** report to the Centre Manager on arrival on site.



13. All Girlguiding groups are expected to follow the latest Girlguiding regulation, completing the Checklist and Risk Assessment and getting this signed off by their Commissioner prior to their visit. An approved copy of this document must be sent to the deerpark@girlguidingglos.org.uk at least 24 hours prior to your visit. No paperwork = no visit. No refunds will be given in this situation.
14. Scouting groups of other youth organisations are expected to follow their own organisation's policies in relation to meetings and a copy of this paperwork should also be submitted to the Centre Manager 24 hours prior to the visit.
15. We're sorry but dogs are not permitted on the site.
16. The children's play area on the main site and some site activities have been reopened in a Covid-secure way and need to be booked in advance. Please indicate your activity requirements on your booking form. Some activities require instructors so we confirm your activities once instructors have been confirmed.
17. Should it be necessary to close the site, you will be informed 24 hrs in advance (where possible) with a full refund of any monies paid.
18. If you cancel your booking, no monies will be refunded. We would recommend Leaders consider this financial risk as part of their risk assessment.
19. In the event a young member or Leader has symptoms of, or is tested positive for Covid-19, they should not attend the group's session. We recommend Leaders consider this possibility as part of their Risk Assessment as if a Leader cannot attend this may mean the whole group cannot continue.
20. Vehicles are not permitted on the main site field. Vehicles should be parked in the main site car park. If additional space is required for parents to drop off and collect young members, you may use the Green Dragon car park for this. No cars should be parked in their car park.
21. Rubbish and recycling must be placed in the appropriate bins on the main site or removed from site by the Leaders. Recycling should be clean before adding to the bins. Please follow the signage onsite to sort recycling appropriately. Hand sanitiser is available for use after touching the bins.
22. Any damage on site must be reported and may be charged for. If not declared prior to departure an additional charge will be made.
23. **How we may use your personal information.** Your privacy is of the utmost importance to us. We only use personal information you provide to us in accordance with our [Privacy Notice](#). Please take time to read this document as it includes important terms which apply to you. We will use the personal information you provide to us to:
 - a) administer your booking;
 - b) process your payment; and
 - c) inform you about similar products or services that we provide, but you may stop receiving these at any time by emailing us at deerpark@girlguidingglos.org.uk

