



## Chigwell Row Terms and Conditions



### Bookings

Provisional Bookings will be held for a period of 21 days, thereafter Chigwell Row reserve the right to release your booking.

Confirmation of booking will be on receipt of the relevant deposit. Please see our cancellation policy and check your booking confirmation and notify us of any discrepancy immediately. Any changes or the cancellation of a booking must be made by email, phone or writing as soon as possible. The acknowledgement sent will state the effective date of the cancellation.

Activities should be booked in advance where possible and will be charged for if the group fails to turn up. All activity bookings are subject to alteration due to weather and or operation factors. Groups will be informed of any changes as early as possible.

Courses, Badge days and Events will require payment at time of booking, and are considered confirmed bookings once payment has been made. Refer to individual event information for payment terms.

### Prices

While every effort is made to ensure the accuracy of information and prices at the time of booking, regrettably errors and changes do occasionally occur. You must therefore, ensure you check all details with us at the time of booking.

Prices and charges are subject to change and are not necessarily those that were current at the time of making a booking. It is the responsibility of the group to check up-to-date prices prior to your camp.

### Accommodation and Campsites

Building charges are inclusive of Gas and Electricity. Campsites with electricity are charged separately at the current rate.

Bedding and Catering are not provided by Chigwell Row and are the users responsibility. Bunk beds and mattresses and an equipped kitchen are provided if you are hiring the accommodation. Users should not sleep in the campsite field huts (excluding Oaklands Jubilee and the Bungalow).

Groups hiring the accommodation will be expected to clean the building on departure. There is a checklist of requirements in the building welcome pack. Provided area hoover, brooms, dustpans, mop and bucket. We do not provide cleaning consumables such as cloths, washing up liquid dishwasher tablets etc.

The toilets in the buildings and on campsites have toilet roll, hand soap and feminine hygiene bins provided. Spare stock is held on site and users should request a service visit from the office should this be required. Groups should ensure their toilet block is kept clean and tidy. Site staff will assist with the cleaning on a daily basis.

Campsites: Whilst we endeavour to allocate Groups the campsite they have requested we reserve the right to offer an alternative site if conditions so indicate.

We do not supply first aid kits in our buildings or campsites.

Damages should be reported to the office at the earliest opportunity. There will be a charge for wilful damage caused by your group.

Dogs are strictly by arrangement with the staff team at Chigwell Row. You should ensure you have informed us and your dog remains on a lead and you clear up any mess immediately. Chigwell Row reserves the right to ask you to remove your dog from the premises.

### **Smoking**

Chigwell Row is responsible for protecting the health and safety of both its employees, volunteers and the people who use the facilities/services provided by it and for providing as far as is reasonably practicable a healthy working and learning environment. Chigwell Row is a no smoking environment, should you wish to smoke please do so away from any children or others who do not wish to smoke. You should ensure that any waste is fully extinguished and disposed of and not left on the ground.

### **Alcohol**

Consideration should be given to the welfare of your group, others and young people when consuming alcohol. Under no circumstances may alcohol be consumed in the public areas of the site including the campfire circles and not in front of other groups. The Scout and Guide Associations have policy's which should be followed if appropriate.

We reserve the right to remove anyone from the site who is obviously under the influence of alcohol and causing a nuisance. Activity staff may refuse to instruct an activity if members are under the influence of alcohol.

### **Group Leaders**

All group leaders should report to the office on arrival.

Responsibility for the supervision and welfare of Groups remains with the person who booked or their delegated deputy.

Chigwell Row staff only provide instruction during activities and, where agreed, provide support to adults accompanying the group outside of these times. Accompanying adults for each group should know the specific health and medical needs of their group members, and they should discuss these with the instructor at the start of the session. Failure to disclose medical and health needs of participants in advance may lead to the cancellation of your session. You would still be liable to pay for these sessions.

## **Vehicles**

Permission must be obtained from site staff before driving onto the site. At busy times it may not be possible to drive your vehicle to your building or campsite although the site staff will do all they can to aid your arrival and departure. All vehicles should be returned to the car park as soon as they are unloaded unless permission is obtained from site staff.

The site speed limit is 5 miles per hour (walking speed). Please ensure all adults in your group are aware of this. Parents/carers must not drive onto the camping areas and should drop off in the designated car park area.

## **Rubbish Disposal and Recycling**

Please do not dig rubbish pits or burn rubbish at Chigwell Row. All rubbish should be disposed of in the recycling and general waste bins next to the main car park area. Please recycle as much as you can a list of what can be placed in the recycling bins is available in your welcome pack. Recycling bags are available from the office do not use black bin bags for recycling.

The disposal of large amounts of non camp rubbish such as tents, chairs etc. is not allowed without permission from the site team.

## **Fire wood and Fires**

Fire wood is available from our wood piles and hedges around the site. Please use it conservatively and return any unused wood to the woodpile.

Please use designated alter fire places and campfire circle areas. Do not create new fire pits as this damages camping space and can be a fire hazard to other campers. Do not put hot ashes in the bins or dispose of in the hedges.

Our woodlands are managed so please do not cut any live trees or plants.

## **Respect for others**

Please observe a noise curfew between 11pm and 7am. Young people should return to their campsites or buildings during this time and be reminded of being quiet if using the toilet facilities.

Please ensure that no members of your group pass through other groups sites, walk around or request permission in a friendly manor.

Radios and electronic devices are discouraged. Please ensure that any music cannot be heard from any neighbouring sites and turn them down if asked. Permission should be sought from the site office to use amplified music or voice.

## **Insurance and Liability**

As a responsible organisation, Girlguiding has legal liability insurance to cover its potential liabilities to visitors to its premises and participants in activities arising, in negligence. Users of Chigwell Row should consider whether they wish to obtain other insurances, such as cancellation or personal accident insurance.

Chigwell Row cannot accept liability for any personal belongings and /or property of the Guest or members of their party that has been stolen, lost or damaged during the course of their stay and it is the responsibility of the guest and members of their party to safeguard against such theft, loss or damage.

## **Force Majeure**

Chigwell Row shall not be liable for any delay in performing or failure to perform any obligation or alterations and cancellations due to any cause beyond Chigwell Row's reasonable control. This includes strikes, lock-outs, labour disputes, acts of God, war, riot, civil commotion, terrorism, malicious damage, threats to safety, compliance with any law or governmental order, rule regulation, or direction, accident, environmental contamination, pandemic, outbreak of disease, breakdown of plant or machinery, fire, flood, storm, difficulty or increased expense in obtaining workmen, materials, goods or raw materials in connection with the performance of this Agreement.

Please also refer to our cancellation policy for what to do in the event of met office weather warnings.