

Bluewoods Adventure Lodge and Campsite

Terms and Conditions



1. Booking Requirements

- 1.1. The lead hirer must be over 18 years of age.
- 1.2. The maximum site capacity is 75 at any one time. For larger numbers, permission is required from the landlord (Crawley Borough Council).
- 1.3. The maximum sleeping capacity for the Bluewoods Adventure Lodge is 28 people. You may not sleep more than these numbers in the Lodge at any one time.
- 1.4. Fires may only be lit within the Bluewoods campsite; either in the campfire circle, designated altar fire or agreed portable fire pits. Use of fire must be agreed with the booking secretary.
- 1.5. Overnight bookings can be taken up to 24 months in advance; day/hourly bookings up to 12 months in advance.
- 1.6. A basic risk assessment for the building/campsite can be provided on request but you must also complete your own risk assessments prior to your stay at Bluewoods to cover your specific planned activities, attendees individual needs etc.
- 1.7. For residential stays the Leader-in-Charge must have the relevant residential qualification according to their organisation, or be running the event as part of their assessment. It is not the responsibility of Bluewoods to arrange or provide residential assessment.
- 1.8. Proof of Public Liability Insurance must be provided for all hirers (excluding Girlguiding members/usage).

2. Booking Procedure

2.1. Availability can be checked on the calendar on the Bluewoods website – www.bluewoods.co.uk. We endeavour to keep availability up to date.

2.2. Bookings must be made by completing and submitting the appropriate website form or emailing directly on bookings@bluewoods.co.uk

2.3. Correspondence will then be by email; it is your responsibility to supply the correct email address and check your junk / spam folders.

2.4. If we can accept your booking, we will confirm it as a Provisional Booking, issue a Hire Agreement Form and request a non-returnable Deposit. We aim to do this within a fortnight of your enquiry. If we cannot accept your booking for any reason, we will inform you of this.

2.5. We will hold your Provisional Booking for three weeks (21 days) from the date we send you the Hire Agreement. Your Booking will only be confirmed after we have received from you the fully completed Hire Agreement and non-returnable Deposit.

3. Prices and Payments

3.1. We display our prices on our website and take all reasonable care to ensure that the prices displayed are correct.

3.2. We reserve the right to alter prices at any time, but endeavour to give appropriate notice to existing hirers.

3.3. Payments should be made by bank transfer – details of how to pay are on the Invoice.

3.4. If our Invoice contains an obvious pricing error that could reasonably have been recognised by you as a mispricing we reserve the right to cancel your Booking if you are not willing to pay the published rate. In this circumstance refunds will be issued, if applicable, in accordance with our cancellation policy.

4. Amendments, Postponements, Cancellation Policy and Refunds

4.1. You can contact us at booking@bluewoods.co.uk at any time to discuss your Booking.

Amendments

4.2. Changes to the prior agreed start/finish time can be made, subject to availability. If required, please contact the booking secretary. Note that additional charges may apply.

Postponements

4.3. You can postpone your Booking by notifying us by email up to 12 weeks in advance of the start of your Booking and we will carry over the Deposit to a new date, subject to availability.

4.4. If you want to postpone your Booking with fewer than 12 weeks until the start of the Booking, we will treat this as a cancellation and will not refund your Deposit. You can move your Booking to a new date, subject to availability.

4.5. In exceptional circumstances, alternative arrangements can be made at our discretion.

Cancellation Policy

4.6. If you tell us you have changed your mind within the 21-day Provisional Booking period and you have not paid the Deposit, no payment is required.

4.7. If you tell us you have changed your mind within the 21-day Provisional Booking period and you have paid the Deposit, we will refund the Deposit.

4.8. If you tell us you wish to cancel after the 21-day Provisional Booking period has passed, you will not receive a refund of the Deposit.

4.9. If you do not want to postpone to alternative dates, and there are more than 12 weeks until the date of your Booking, you are not required to pay anything further.

4.10. If you cancel within 12 weeks of the start date of your Booking, you will not receive a refund of the Deposit, and you will also be required to pay in full, as detailed on deposit invoice, unless the venue is re-let for those dates.

Refunds

4.11. If you or we cancel your Booking for any of the reasons set out below, we will refund you in full (including any Deposit paid):

- a) we have made an error in pricing or booking details and you do not wish to proceed with the Booking;
- b) we need to suspend or delay the Booking for reasons outside of our control.

5. Cancellations by Girlguiding Crawley

5.1. We reserve the right to cancel your Booking if:

- a) you do not abide by these Terms and Conditions;
- b) you do not provide a completed Hire Agreement form
- c) you do not make payment within the agreed timeframe
- d) you do not provide proof of Public Liability Insurance

5.2. If we cancel your booking for any of the above reasons, you will be charged in accordance with the cancellation policy above.

5.3. If we cancel due to force majeure (see below) a postponement or refund can be provided.

5.3. The hirer will not receive compensation for any cancellation other than the refund of fees paid.

6. Insurance

6.1. It is your responsibility to arrange appropriate insurance against cancellation, curtailment, personal accident, personal liability and theft.

6.2. Bluewoods only accepts liability for loss, damage or injury resulting from negligence by Bluewoods.

6.3. We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for:

- a) death or personal injury caused by our negligence;
- b) fraud or fraudulent misrepresentation;
- c) any breach of your statutory rights, including the rights to receive services as described and supplied with reasonable skill and care.

7. During your stay

7.1. It is the hirer's responsibility to clean the venue and facilities including the toilets (and kitchen if applicable) before leaving.

7.2. All residential hirers must supply their own consumables, washables and cleaning supplies for use during their stay. Brushes, mops and brooms are provided and can be found in the small room within the campstore or in the cupboards in the toilets. Failure to adequately clean may lead to an additional charge of £65 if the building is found not as it was provided.

7.3. The hirer must take all rubbish home with them at the end of their stay. This also includes any nappy or sanitary waste.

7.4. The hirer must ensure the campsite is left clean and tidy, free from litter and campfires have been properly extinguished.

7.5. The hirer must report any faults/issues as soon as possible.

7.6. Any damages identified, beyond reasonable wear and tear, will be assessed by an independent contractor for resolution. The cost to fix will be payable by the hirer immediately upon receipt of invoice.

7.7. If any or all of the keys are lost whilst in possession of the hirer; the hirer shall be responsible for the cost of Girlguiding Crawley replacing them. In this instance, an invoice will be provided and will be immediately payable by the hirer.

7.8. Lost property will be kept for 2 weeks after the end of your Booking date. It is the hirer's responsibility to arrange collection if necessary.

7.9. Items found in the campstore (tents etc) are not included in the hire of Bluewoods. Use of these items is in breach of the contract unless explicit permission is given prior to hire.

8. Health and Safety

8.1. All hirers should familiarise themselves with the evacuation/assembly points on arrival.

8.2. All hirers should conduct a fire drill at the start of their booking to ensure they are familiar with the process/location.

8.3. All hirers are responsible for the safety of their group and ensuring any additional needs are considered in evacuation plans.

9. Force Majeure

9.1. In extreme weather conditions, such as a prolonged dry period of dry, we reserve the right to ban fire-lighting of any kind. In this instance we will discuss alternative arrangements as required.

9.2. Extreme and persistent cold temperatures may lead to frozen water pipes and bookings therefore may need to be cancelled at short notice.

9.3. Girlguiding Crawley Division accept no responsibility for severe, inclement or prolonged weather conditions which may affect the use of the facilities.

10. Data Protection

10.1 All data you supply will only be used for the purposes of your Booking.