

# POPLARS HQ / CANYON CENTRE HIRE TERMS AND CONDITIONS



## **General Terms & Conditions**

1. The Stevenage District Scout Council Canyon Activity Centre and Poplars District HQ are referred to in this document as 'Canyon' and 'Poplars'. A 'Booking' refers to a request by a group or individual to hire the building, grounds or activity facilities at either the Poplars or Canyon. A booking may also include activities undertaken with our partner suppliers. The 'Group Leader' refers to the individual with whom Stevenage District Scout Council deals with in relation to a booking. Stevenage District Scout Council will regard the Group Leader as having final responsibility for all matters relating to a booking, including payment of fees. 'Duty Crew' refers to the key holder of Poplars/Canyon and/or the Duty Crew or any person working on or behalf of Stevenage District Scout Council.

## **Canyon/Poplars Use Conditions**

1. No trees are to be removed or felled. No chainsaws are permitted.
2. No deliberate damage should be done to the environment
3. No shelters should be built without permission from the Duty Crew. Shelters MUST be cleared away prior to departure.
4. Ground fires are only allowed in designated fire areas. Any unused wood collected MUST be returned to the woodpiles BEFORE you depart.
5. No weapons are to be brought onto the site without permission of the Duty Crew. Under no circumstances should anyone shoot at a human or animal, or an image that depicts a human or animal.
6. It is the Group Leader's responsibility to complete their own Risk Assessment for any activity they are running.
7. We do not have a rubbish collection – please take all your rubbish home with you so you can recycle it.
8. Sanitary products MUST be placed in the sanitary bins provided.
9. In the event of an emergency, you MUST contact the Duty Crew as soon as possible.
10. The toilet facilities may be shared with other groups and staff using the grounds or facilities. They cannot be booked exclusively.
11. Our onsite activities need to be booked and confirmed in advance – booking our buildings does not guarantee use of our activities or instructors.
12. CCTV images are recorded to help prevent crime and for the safety of users and staff at our facilities.

## **On Arrival at Poplars/Canyon**

1. Please arrive promptly at the time you advise. Our staff are volunteers who will be waiting to check you in. Should you be late, a replacement volunteer may have to be called out – you accept that any costs incurred of this will be added to your invoice (limited to £20max)
2. ALL Group Leaders MUST report to the Duty Crew BEFORE anyone in their party proceeds into camping areas or buildings.
3. ALL vehicles MUST remain in the car parks, unless permission is given to drive closer by the Duty Crew. Our lease at Canyon limits us to 6 vehicles being parked in the car park outside the building. The Car parking at Poplars is not owned or controlled by Stevenage District Scout Council.

## **Booking Terms & Conditions**

1. The final payment for a booking must be made before the booking ends unless arrangements for delayed payment have been made in advance between the Duty Crew and the Group Leader. In such cases, the final payment for a booking must be made by the date agreed.
2. Payments may be made by cash or by cheque issued by your group or organisation. All cheques should be made payable to 'Stevenage District Scout Council'. Receipts will be issued for all payments in respect of bookings as requested. Any cheques returned not cleared by our bankers will be subject to a £25.00 charge.
3. Any alterations in numbers or activities just before or on the day of the booking will be added to the total payment required.
4. Cancellations must be made by email to Stevenage District Scout Council.
5. Stevenage District Scout Council reserves the right to cancel, alter, or delay any camp, course, accommodation or activity where forced to do so by circumstances beyond our control, such as serious illness, severe weather or any other circumstances which would subject the Canyon/Poplars, any of its volunteers/staff or any of its participants to danger.
6. Stevenage District Scout Council reserves the right to send away from a camp or activity, any person who in their judgement is found to be unmanageable or a danger to the safety or enjoyment of others. In this event no refund will be given. Any additional costs and responsibility involved in removing the participant will be borne by the group.
7. Participants must be physically fit to take part in camps and activities at Canyon/Poplars and free from any illness or conditions that may render the camp or activity hazardous.
8. Some activities are potentially dangerous if not skilfully managed. Safety must therefore be paramount and all participants must accept that the decision of the activity instructor is final and must at all times be accepted by the participants. Stevenage District Scout Council will accept no liability for problems arising from failure to accept and/or respond to the authority and instructions of the instructor.

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9. Any and all photographs, videos, or other recorded media may be used by Stevenage District Scout Council for marketing or advertising purposes without any payment or compensation being offered and without any request being made to the featured parties.

10. No Liability is accepted for:

- Loss of or damage to any personal property belonging to or travelling with the members of any group. For example watches, jewellery, cameras or clothing.
- Losses or additional expenses due to delays or changes in travel services, sickness, weather, strikes, riots, war, quarantine or any other cause.
- Personal injury or death of any participants however caused unless by proven negligence of the company.

11. In the event of any damages caused by participants to property or equipment in use at Canyon/Poplars, except by fair wear and tear, the group will be charged the full replacement cost. Any damages must be reported to a member of Stevenage District Scout Council staff immediately.

12. It is the responsibility of the Group Leader to ensure that all areas (including buildings and grounds) used by their group are left in a clean and tidy condition at the end of a booking.

13. All information given in any literature produced by or on behalf of Stevenage District Scout Council is correct at the time of going to press. It is given in good faith and is intended as a guide to buildings, grounds and activity facilities available and may be altered without notice to suit differing seasonal or other conditions.

14. If you have any complaint during your booking, please notify the Duty Crew. We will do our utmost to find a speedy and satisfactory solution. In the event that you are not satisfied with the solution please complain in writing to Stevenage District Scout Council within 14 days of the end of your booking.

15. For the comfort, health and safety of all concerned, smoking is forbidden in the grounds and buildings of Canyon/Poplars.

16. NO alcohol may be consumed during any activities. Alcohol may be consumed during leisure time as stated in the programme by persons over the age of 18 only. Under NO circumstances will anyone under the influence of alcohol be permitted to participate in any activity organised by Stevenage District Scout Council.

17. Stevenage District Scout Council is covered by all necessary insurances.

18. It is the responsibility of all leaders to ensure that everyone over the age of 18, staying overnight at Canyon/Poplars are DBS checked.

19. Your booking information, including contact details may be retained by Stevenage District Scout Council for up to 5 years. After this time, any personal information will be deleted.

## **Roles & Responsibilities**

To ensure that young people and adults alike have the best possible experience and the most fun, the Group Leader should ensure that all accompanying adults are aware of their roles and responsibilities.

1. Group leaders and accompanying adults are responsible for the overall care and well-being of the young people.

2. Whilst our instructors are responsible for the safe delivery of the activity session, the Group leader & accompanying adults are still ultimately responsible for the group's welfare and behaviour. Please encourage young people to be considerate and polite and to keep the site tidy, to be punctual and to support and encourage each other.

3. Group leaders and accompanying adults are asked to accompany each group during an activity.

4. Group leaders and accompanying adults are to ensure that young people are behaving in an appropriate way, so that the activity can be both fun and safe for all involved. If a young person's behaviour is continually preventing an activity from running well, the Group leader/accompanying adult should take time to talk to the young person so that others are not disrupted.

5. For all activities, Group leaders and accompanying adults are required to supervise the non-active participants, allowing the instructor to focus on one-to-one coaching. During activities, please ensure the young people have the correct clothing and footwear and that they bring their asthma pumps or other relevant medication to each activity. Young people should be encouraged to attempt all activities.

6. Group leaders and accompanying adults have full responsibility for their groups during non-activity times; such as mealtimes, free-time and at bedtime. During free time, the young people must stay away from activity areas. Please ask the young people to respect the fact that other groups may be using the facilities onsite and therefore noise levels should be kept to a minimum from 22:00.

7. To ensure that issues are efficiently resolved, we request that matters of a serious nature be communicated by Group Leaders to Stevenage District Scout Council.

8. Group leaders and accompanying adults are welcome to participate in the various activities, providing they have been present for the safety talk. This is a great opportunity for Group leaders and accompanying adults to enjoy the challenge of trying something new and for young people to see their Group leaders and accompanying adults in a completely new light!