



## **Cranham Scout Centre terms and conditions**

Version: [1] Effective date: [5th of May 2026] Last reviewed: [5th of May 2026]

### **(Definitions)**

- The term 'Group leader' also applies to a single person who intends to visit/stay, and includes the responsible adult in charge while on site ("Group Leader").
- The Terms and Conditions must be accepted by the person making the booking before arrival, and a copy must be communicated to the Group Leader. The person making the booking ("Booker") warrants that they have the authority to accept these terms on behalf of the visiting group/organisation.

By making a booking, you agree to comply with the following terms and conditions, and the Group Leader agrees to ensure that guests under the age of 18 will comply with them and are appropriately supervised at all times.

As the named person on the booking or the Group Leader, you are responsible for providing accurate visitor information when requested. This includes, but is not limited to, the number and names of attendees, age ranges of young people, and their disabilities (only where relevant to safety and/or reasonable adjustments, and only with the individual's consent where required).

### **Payment:**

A booking is only confirmed once the deposit has been received and cleared. Payments must be made by the methods specified on the booking paperwork/website. If any payment is late, Cranham Scout Centre may cancel the booking and apply the cancellation charges in section 3.

#### **1. Deposit**

The deposit specified on the booking form must accompany all bookings. The deposit is non-refundable and non-transferable (unless Cranham Scout Centre cancels the booking—see section 3).

#### **2. Final Payment**

The final payment for a booking must be made 2 weeks before the booking starts, unless a written agreement allows payment on an alternative date. If payment is not received by the due date, Cranham Scout Centre may treat the booking as cancelled by the Booker and apply the cancellation charges in section 3.

#### **3. Cancellation**

Cancellations must be made in writing to Cranham Scout Centre. Cancellation is effective on receipt.



If a booking is cancelled and cannot be re-let, the following charges apply (subject to review in extenuating circumstances). Charges are calculated as a percentage of the total booking price, less any deposit already paid (which remains non-refundable):

- At 50 days' notice or less, a charge of 20% of the outstanding fee (i.e., the total booking price minus any deposit already paid).
- At 20 days' notice or less, a charge of 50% of the outstanding fee (i.e., the total booking price minus any deposit already paid).
- At seven days or less, or in the event of a non-arrival, the full price of the booking will be charged.

Cranham Scout Centre reserves the right to cancel, alter, or delay any camp, course, booking, accommodation or activity if forced to do so by circumstances beyond its control (including severe weather, fire, flood, utility failure, pandemic/epidemic restrictions, or other events outside reasonable control). Where Cranham Scout Centre cancels, liability is limited to a refund of sums paid for the cancelled element(s), and no further compensation is payable.

#### 4. Public Liability Insurance

For all group bookings, excluding Scout and Guide groups, the Group Lead must provide proof of public liability insurance before arrival. For private bookings, such as birthday parties, our hirer's insurance and public liability insurance cover your visit.

#### 5. Persons required to Comply

By making a booking, the Booker and Group Leader agree to comply with these terms and conditions and to ensure that all guests in their party comply with them.

#### 6. Group-specific Risk Assessments

The Group Leader must prepare and communicate a group-specific risk assessment to the group throughout the visit. The General Site Risk Assessment, Site Rules and Cranham Scout Centre Activity Risk Assessments provide information to help write this (see Cranham Scout Centre website). The Group-specific risk assessment will almost certainly need to include:

- crossing the car park to get to the toilet block, which is in the main car park
- going to the toilet
- ensuring the safe handover of children
- Ensuring the safe use of the access track between the central car park and main road and crossing the main road to The Grove.
- Supervision of the group when they are not engaged in pre-arranged activities
- appropriate clothing and footwear, headwear and other forms of protection from the elements.



It may also need to include:

- campfires
- camping
- self-catering
- self-led and Centre-led activities
- ensuring the White Crayfish in the Grove are not endangered (see 31).

Guests are asked to acknowledge that the natural world carries inherent risks and that it is not possible to eliminate all danger from outdoor activities.

## 7. Guests with Additional Needs

The visiting group must inform Cranham Scout Centre of any guests with additional needs at least 3 weeks before arrival and share any details that will help Cranham Scout Centre to make suitable adaptations/arrangements. Any adaptations must be risk-assessed by the visiting group. In the case of a fire, a Personal Emergency Evacuation Plan may need to be written, and risk assessed by the Group Leader and/or the person in question.

## 8. Fitness

The group leader must, as far as possible, be satisfied that participants are physically fit enough to take part in the planned activities at Cranham Scout Centre.

## 9. Illness before Arrival

Group Leaders must inform their group's carers in advance that, within 3 days of arrival, any participants with an infectious illness or who have been in contact with someone with one will not be able to attend for the protection of others.

## 10. Safeguarding

10.1 Group Leaders/guests are required to report any persons/whom they believe to be suspicious to a member of Cranham Scout Centre staff immediately if they do not wish to challenge them themselves. If appropriate, they should call the police.

10.2 Group Leaders are required to ensure that their group is familiar with the concept of personal safety and /or know what action to take if they feel unsure of a situation when with another person, including an adult, young person or child. All Scout Leaders must have an up-to-date DBS certificate (and other organisations must follow their own safeguarding/DBS requirements for working with children and young people).



## 11. Safety during Activities

11.1 The Group Leader is required to ensure the presence of at least one additional responsible adult with each group of young people/children during a Cranham Scout Centre-led activity.

## 12. Accident/injury/First Aid

12.1 The Group Leader is required to ensure there is an appropriate number of responsible adults (see Scouting/adult ratios) and an adequate ratio of qualified first aiders, together with appropriate first aid kit/s for the activities planned.

12.2 The Group Leader, or another responsible adult, must record any first-aid incidents (including toileting accidents if a Scout Leader) and near misses, via the QR code in the main hall or in the Fridge/Freezer Shelter on the main campsite or the Washing-up Shelter in the Grove, or failing that, inform the Duty Manager directly.

## 12.3 Emergency Contacts

The Group Leader must ensure that an emergency contact list is on site.

12.4 The visiting group may be required to wear safety equipment, such as helmets or use equipment in a certain way. Where Cranham Scout Centre specifies such equipment, participants must wear/use it as instructed during the activity. Guidance on the proper use of hired equipment is available upon request.

12.5 Group Leaders must understand that certain activities are only suitable for specific age groups or children of a certain height, and these restrictions must be adhered to. Cranham Scout Centre reserves the right to restrict access with no refund when groups fail to adhere to these rules.

12.6 Group Leaders must ensure that their group understands that certain activities are potentially dangerous if not skilfully managed. Safety must therefore be paramount, and all participants must accept that the activity instructor's decision is final. Cranham Scout Centre will accept no liability for problems arising from failure to receive and/or respond to the authority and instructions of an instructor.

## 13. Signage

Group Leaders are required to ensure compliance with on-site signage.

## 14. Fire

14.1 All guests are responsible for following the Fire procedures and Action plans correctly, including contacting the emergency services if necessary. If using the main hall, the Group Leader will be briefed on arrival. Instructions can also be found in the



main hall, in the Fridge/freezer Shelter on the main campsite, the washing-up Shelter in The Grove and on the Cranham Scout Centre website.

14.2 The Group Leader must be able to provide an accurate list of the names of those in the group on site at any given time.

## 15. Emergencies

The Duty Manager must be informed immediately in an emergency, e.g., a serious accident (requiring external assistance), a missing person (s), a fire, a safeguarding incident, or a serious illness.

## 16. Smoking

For the comfort, health and safety of all, smoking (including e-cigarettes) is forbidden during any of the activities. Smoking will only be permitted by persons legally allowed to do so and only out of sight of young people in the designated 'Smoking Area' (location to be confirmed on arrival / in the Site Rules).

## 17. Alcohol

Illegal drugs (including possession/use/supply) are prohibited on site and will be reported to the police; any breach may result in immediate removal with a refund.

No alcohol is to be consumed by Scout Leaders responsible for a group (see green card Scouting and Alcohol), or other adults who are responsible for children/young people on site. Under no circumstances will anyone under the influence of alcohol be permitted to participate in an activity organised by Cranham Scout Centre. Where the above does not apply, alcohol may be consumed by persons over the age of 18 years, out of sight of children and young people, but not to excess.

## 18. Unacceptable Behaviour

The Duty Manager reserves the right to ask an individual guest, or group of guests, to leave if, in their judgement, they are carrying out an illegal activity or have become a danger, nuisance, annoyance, inconvenience or disturbance to the staff, guests or other users, or to any owner or occupier of neighbouring property. In this event, no refund will be given. The visiting group will bear any costs and responsibilities associated with the removal of the individual or group.

## 19. Rubbish Disposal

Rubbish must be sorted into the correct bags and bins in accordance with the 'Site Rules' (see website) and the 'Welcome Pack'. Information on waste disposal is also posted in the main hall, in the Fridge/freezer Shelter on the main campsite and in The Grove. Cranham Scout Centre reserves the right to charge an additional fee if the rubbish is incorrectly sorted.



## 20. Cleaning and mud removal (see 31 re White-clawed crayfish also)

The Group leader is required to ensure that the areas/buildings used by their group, including the toilet blocks, are left clean and tidy on departure. The 'Site Rules' give guidance on what is expected and where to find the equipment needed. These can be found in the Fridge/freezer Shelter on the main campsite, the Washing-up Shelter in the Grove and in the main hall.

Cranham Scout Centre reserves the right to charge a cleaning fee if the buildings or the areas used by a group are not left in a satisfactory condition. There is no paid cleaner.

Group Leaders are required to ensure that shoes/boots are removed on the porch to the hall, or, failing that, in the lobby, to avoid blocking the fire exit.

When using The Grove, group leaders must ensure that excess mud is washed off either in the stream or under the standpipe tap outside the boys' toilets. Shower cubicles and sinks must not be used for cleaning off excess mud, as this can block the drains and cause flooding in the toilet block.

## 21. Damage/Breakages

The Group Leader must inform the Duty Manager of any damage or breakage caused by guests before departure. Cranham Scout Centre will charge for damage caused by intentional misuse of any of its facilities or equipment. The charge will comprise the cost of replacement and/or repair and labour costs.

## 22. Images

Cranham Scout Centre may use visual images for marketing or advertising purposes without any payment or compensation being offered. Requests for use will always be made to the people responsible for the featured individuals. Group Leaders will be expected to know whether anyone in their group lacks photographic consent and to notify Cranham Scout Centre in writing of any restrictions before arrival. Where required by law, Cranham Scout Centre will obtain appropriate consent before capturing/using images. For more information, see the privacy notice.

## 23. High-Energy Use Equipment brought onto the Site by Guests

If your group intends to hire a bouncy castle, plug in an electric car, or use equivalent equipment that will have high energy use, a fee for additional energy use must be agreed in writing with Cranham Scout Centre before arrival, and any electrical equipment brought on site must be safe, suitable for outdoor use where applicable, and (where relevant) supported by evidence of PAT testing and public liability insurance for the supplier/owner.



## 24. External Suppliers

External suppliers of any kind are not permitted on site without the Operations Manager's prior approval. Cranham Scout Centre may require copies of documentation, including but not limited to proof of public liability insurance, qualifications, risk assessments, and operating procedures.

## 25. Extent of Site use

25.1 The areas and facilities booked must only be used at the times booked.

### 25.2 Cordoned-off areas

Cranham Scout Centre reserves the right to cordon off areas for safety and/or wildlife protection reasons.

## 26. Vehicles

Vehicles are parked at Cranham Scout Centre at the owner's own risk and are not permitted on the grassed areas without the Duty Manager's permission.

## 27. Dogs and/or other animals brought to the site

Dogs and other animals are generally not permitted at Cranham Scout Centre without the Duty Manager's permission. Registered assistance dogs will be allowed.

## 28. Equipment and Personal Possessions - Security

Group leaders must ensure guests are aware that they are responsible for the use, safety, storage, and whereabouts of any personal possessions or equipment, and that such items are brought to Cranham Scout Centre at the guest's own risk.

## 29. General Site use

Guests must not use Cranham Scout Centre or any service available there in any way that is not in line with our directions for use.

## 30. Compliance with instructions

Group leaders must ensure that guests comply with the terms of this agreement and with any instructions from the Duty Manager, staff, or volunteers when using Cranham Scout Centre.

## 31. White-clawed crayfish – Activities in the stream

The stream contains White-clawed crayfish, which are an endangered species.



It is illegal to handle a White-clawed Crayfish (dead or alive) or survey for them without a license.

Activities in the stream must take place only between the toilet block and the vehicle bridge. Cranham Scout Centre requires that footwear and equipment be clean and free of mud before entering the stream.

### 32. Danger from water and deep silt

Group leaders must ensure that all children and young people are supervised by a responsible adult, especially when near water. It is possible to become thigh-deep in silt in the lower reaches of the stream in The Grove. The stream should be used only below the toilet block and the vehicle bridge.

### 33. Climbing

Group leaders are required to ensure that their group does not climb on seating around the central campfire, wood piles, slippery logs, sleepers, or other potentially dangerous or slippery objects. Tree climbing is at the group leaders' discretion.

34. Cranham Scout Centre has no Television licence. No live television streaming or services requiring a TV licence are permitted on site.

### 35. Site Rules

Please note that the requirements above are not exhaustive, and Cranham Scout Centre reserves the right to amend them if needed.

The 'Site Rules' are displayed in the Fridge/Freezer Shelter on the main campsite, Washing-up Shelter in the Grove, and on a noticeboard in the main hall.

**Liability:** Nothing in these terms limits or excludes liability for death or personal injury caused by negligence, fraud, or any other liability that cannot be limited/excluded under law. Subject to that, Cranham Scout Centre is not liable for losses arising from the visiting group's acts/omissions, failure to follow instructions/site rules, or for loss/damage to personal property.

**Indemnity:** The Booker/visiting group agrees to indemnify Cranham Scout Centre for reasonable losses, costs, damages and expenses arising from their breach of these terms, negligent acts/omissions, or damage caused by their party (including additional cleaning, repairs, and third-party claims), except to the extent caused by Cranham Scout Centre's negligence.

**Data protection:** Personal data will be processed in accordance with Cranham Scout Centre's privacy notice. The visiting group is responsible for providing any required privacy information/consents to its participants and for sharing only the personal data necessary for the booking and safe operation of the visit.



**Governing law:** These terms are governed by the laws of England and Wales, and the courts of England and Wales have exclusive jurisdiction. **Severability:** if any provision is held invalid, the remainder continues in effect. **Variation:** Cranham Scout Centre may update these terms from time to time; the version in force at the time of booking will apply unless a different version is required for safety/legal compliance. **Complaints:** complaints should be raised with the Duty Manager as soon as possible during the visit, or in writing within 7 days of departure.