



BOOKING TERMS AND CONDITIONS

Hertfordshire Guide Centre and camping field
by Girlguiding and other recognised groups

You must ensure that all members of your group are aware of these terms and conditions

All bookings are now managed through our online booking provider – Hallmaster. Please verify your email and set up your account password to manage your booking. Our bookings secretary can be contacted by email at: hgcbookings@girlguidinghertfordshire.org.uk

Charges and fees

Bookings shall be held as provisional bookings for 14 days from the date a booking request is submitted. A non-returnable deposit of £75.00 for Centre and field bookings should be paid to confirm the booking, and must be received within 14 days, along with the appropriate insurance document if applicable (please see Insurance clause below). There is a minimum charge of £135 per night for all Centre bookings.

Charges for use of the Centre, field or activities will be invoiced 4 weeks before your stay (taking into account deposit received) and are payable within 14 days of receipt of the invoice. The invoice will be based on either your final numbers which must be provided at least 4 weeks before your visit. If numbers are not provided in time the invoice will be based on 40 people for the Centre and 25 people for the campsite and a subsequent invoice/credit note will be issued once final figures are received. No refund will be given if final numbers are lower than invoiced for.

Any breakages or damage (caused by other than acceptable wear and tear) must be reported to the bookings secretary at hgcbookings@girlguidinghertfordshire.org.uk and paid for. Please report any problems encountered during your stay to the bookings secretary or on the HGC checklist form sent prior to your visit.

Any loss or damage to soft archery equipment and/or games equipment will be charged and invoiced accordingly.

Cancellation fees: Prior to 3 months of the booked date(s) your deposit will be held for use against a future booking
3 months prior to the booked date(s) the deposit will be retained
2 months before booked date(s) 50% of full per head fee will be payable
1 month before booked date(s) the full per head fee will be payable

Arrival and departure

Your anticipated leader arrival and departure times should be stated on your booking request. Arrival time for overnight Centre bookings is normally 4pm.

Users will be contacted around a week prior to their booking with how to access the key safe. A user guide is available during your stay which provides further information about the Guide Centre/campsite.

Users are required to ensure that all areas are left clean and the building/shower block/camp store are secured on departure with keys returned to their correct locations. A checklist will be provided prior to your stay.

Access to the field for unloading vehicles is via the lane next to The Bull Public House. Vehicles should be removed from the field immediately after unloading and parked in the Centre's car park.

Parents are not allowed on site. Children should be met in the car park at drop off by leaders and escorted on to the site, and at pick up leaders should escort children to the car park.

Dogs (except official assistance dogs) are not allowed on the premises or the camping field. The owners of official assistance dogs must ensure that their mess is dealt with appropriately. Please inform the bookings secretary at hgcbookings@girlguidinghertfordshire.org.uk in advance, if an assistance dog will be on site during your stay.

Safety and security

Fire safety: It is the User's responsibility to ensure that all visitors have read the fire notices, and are aware of the fire exits and assembly points. Users sleeping in the Centre should note the fire safety manual located near the county store which contains plans showing the location of the fire exits, fire extinguishers and call points. The fire alarm system control panel is located on the wall next to the county store with instructions. Please note all windows have locks which should be unlocked upon arrival (window key is located in key cupboard in between the main hall and the entrance to the kitchen).

Fires may only be lit in the campfire circle or on an altar fire. Fires must be fully extinguished after use. Spread the ashes and dowse with water if necessary.

Smoking is prohibited on site (including the camping field). Please leave the premises if you wish to smoke.

Fireworks and Chinese lanterns are prohibited from use on site.

Security: The Centre does not have any on-site security personnel. Users are responsible for assessing this risk and making arrangements they feel appropriate.

Users are advised to bring a torch

Campers are requested to ensure that all tent pegs are removed from the site (preferably count them in and out). Pegs caught by the lawn mower may shear and create sharp metal objects hidden in the grass.

Rubbish and cleaning

Visitors are responsible for tidying and cleaning any area which they may have used, **inside** or **outside**. **Please leave everything as you would wish to find it.** If it is found that the premises have not been sufficiently cleaned then the Centre reserves the right to charge an additional sum for professional cleaning. Where multiple groups are on the campsite all groups will be charged where the site is not cleaned sufficiently.

All rubbish should be put in the large metal wheelie bin by the gate. We do not have a recycling facility here – please take your recyclables home with you. Please ensure that the bin lid closes fully as we are charged extra if this is not the case. If the bin is full you must take any additional rubbish away with you. Hazardous wastes (as specified on the sign in the toilet block and in the Users' Guide to the Centre) cannot be disposed of in our bin – please take these away with you.

Users are required to provide their own bin liners.

Other users

Other areas of the Centre and/or the camping field may be booked out at the same time, unless you have paid for the exclusive use of the campsite/whole site. Details of other users will be notified prior to your booking. Users of the Guide Centre have exclusive access to the playground and joint access with campers to the quiet area, trim trail and the campfire circle.

Camping groups have exclusive use of the field and share joint access with users of the Centre to the quiet area, trim trail and the campfire circle. Campers do not have any right of access to the Centre building. (In an emergency, access may be permitted but only with the prior agreement of any users of the Centre.)

It is expected that group leaders will negotiate in a friendly manner to ensure that use of the shared facilities is equitable to all and that **noise is kept to a minimum after 10pm and before 8am**. To avoid any drop off or pick up issues, it would be beneficial if HGC users could utilise the playground area for parking and entering the HGC.

Insurance

No Liability is accepted by the Centre for:

- Loss of or damage to any personal property belonging to 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 howsoever caused, unless by the proven negligence of the Centre management.

All non-Girlguiding groups should have appropriate **public liability insurance up to £5 million** in place and a copy of the insurance certificate **must be provided** to the booking secretary upon receipt of these signed conditions.

All residential users are expected to conform with the requirements of their organisation regarding residential events. For Girlguiding users this means that the appropriate paperwork (REN form) has been completed and that all adults on site are on GO and have been DBS checked.

I understand and accept these terms and conditions.

Signature of main contact:

Date:

Print name: