



Girlguiding

Hertfordshire Guide Centre

Cottered, Buntingford, Hertfordshire, SG9 9QP
E: HGCbookings@girlguidinghertfordshire.org.uk

W: www.girlguidinghertfordshire.org.uk

Booking terms and conditions

Please 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

Provisional bookings are held for 14 days. To confirm a booking, a non-refundable deposit of £75 (Centre) or £75 (campsite) is required, along with insurance documents if applicable. Centre bookings have a minimum charge of £150 per night.

Charges for the use of the centre, field or activities will be invoiced 2 weeks before you stay – taking into account the deposit received. The invoice will be based on your final numbers, which must be provided in advance of this date. No adjustments will be made if there is a reduction in numbers within 2 weeks of the booking date.

Breakages or damage (caused by anything other than acceptable wear and tear) must be reported to the booking secretary at the email address outline above, and paid for. Please report any problems encountered during your stay at the same address or on the 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:

- If cancelled prior to 3 months of the booked date(s), your deposit will be held to be used against a future booking
- If cancelled 3 months prior to the booked date(s), the deposit will be retained.
- If cancelled 2 months prior to the booked date(s), 50% of the full per head fee will be payable.



- If cancelled 1 month prior to the booked date(s), the full per head fee will be payable.

Arrivals and departures

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

Users will be contacted one week prior to their booking date with information regarding key safe codes. A user guide is available during your stay which provides further information about the centre and campsite.

Users are required to ensure that all areas are left clean and the building/shower block/camp store secured upon departure. 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.

Dogs are not allowed on the premises or the camping field unless they are assistance dogs. The owners of assistance dogs must ensure that their mess is dealt with appropriately. Please ensure that the booking secretary is aware that an assistance dog will be on site in advance of your stay.

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 in the main entrance lobby which contains plans showing the location of 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.

Fires may only be lit in the campfire circle or on an altar fire. Fires must be fully extinguished after use and not left unattended. Spread the ashes and dowse with water if necessary. Please exercise caution: due to the close proximity of thatched cottages and the county centre, please do not have campfires in high winds.

Smoking and vaping are prohibited on site – including on the camping field. Please leave the premises if you wish to smoke or vape.



Fireworks and Chinese lanterns are prohibited on site.

Security

The centre does not have any on-site security personnel. Users are responsible for assessing this risk and making any arrangements that they feel are 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.

Waste 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 waste should be placed into the appropriate bin within the car park. If the bins are full, please take your waste home 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 this 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 site. Details of other users will be provided prior to your booking. Users of the Guide centre have exclusive access to the enclosed car park and shared access to the trim trail, pond and the campfire circle.

Camping groups have exclusive use of the field and share joint access with users of the centre to the trim trail, pond and the campfire circle. Campers do not have any right to access 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 collection issues, it would be beneficial if centre users could utilise the enclosed car park for parking and entering the centre.



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 however caused, unless by the proven negligence of the centre management.

All non-Girlguiding groups should have appropriate public liability insurance of 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.

CCTV

Please note that closed-circuit television (CCTV), including audio recording, operates in certain areas of Hertfordshire Guide Centre for security and safety purposes. The system is used to help protect visitors, staff, and property and for the prevention and detection of crime. CCTV is operated in accordance with UK GDPR and data protection laws. For more information, please refer to our CCTV Privacy Notice, available on request. By signing this booking form, you acknowledge that you have been informed about the use of CCTV at the centre.

I understand and accept these terms and conditions.

Print name: _____

Signature of main contact: _____

Unit (if applicable): _____

Date: _____

