



Outdoor Learning

Grendon

Teamwork

Terms & Conditions

Responsibility

Discovery

Challenge

Fun

Grendon Outdoor Learning Centre Terms & Conditions

The Grendon Outdoor Learning Centre team would like to thank you for your booking. We hope you have an enjoyable stay whether you are residential, holding a meeting or doing activities. Please read the Terms & Conditions carefully, by signing and returning the booking form you are agreeing to the following.

Residential

You will be contacted by our Administrator close to the time of your visit to confirm final numbers and arrange any special dietary needs or other special requirements. We require all group information 2 weeks before your stay, failure to provide this information may result in the catering manager choosing a suitable menu for the group.

On arrival at the centre you will be greeted by a member of the team who will take you through the Centre's safety procedures. Group staff and leaders are responsible for the behaviour of the young people they are accompanying. If instructors feel that the behaviour of the children is not safe they reserve the right to sit children out of activities, this is entirely at the discretion of the instructor on session.

It is requested that outdoor games are not played on the lawns at the back of the Hall. Football and ball games are only to be played on the Football Pitch at the Centre.

Alteration to meal times may be made by prior arrangement with the Administrator.

Breakfast	8.30am
Lunch	12.30 pm
Dinner	5.30 pm

We do have a license to sell alcohol but the bar is only available by prior arrangement.

Weekend bookings are charged as two full days regardless of time of arrival. There is a minimum requirement of 25 people per weekend residential courses.

A booking is not confirmed until booking form OR deposit is received. By signing and returning and booking form you are confirming and agreeing to these Terms and Conditions.

A deposit of £200 for a residential visit or £50.00 for a meeting is to be returned alongside your booking form. This is not refundable.

Activities

You will be contacted by our Administrator prior to your visit to confirm final numbers, programme of activities and arrange any special requirements.

All Activities are subject to availability & suitable weather conditions – This will be assessed on the day. Grendon will not guarantee the activities that are programmed and a final programme will be handed to the group on arrival.

Completed Medical Consent forms are required for young people under 18 these must be completed to participate in activities, you will be sent these prior to your visit to fill in and bring with you on the day.

All Activity Sessions run for 2½ hours, these times are normally 9.30 – 12.00am and 1.30 – 4pm, evening activities to be arranged, these times can be changed if necessary, please contact the centre for more details.

The swimming pool and fire pit are 1 hour sessions, for all activities please bring a change of clothes and shoes. If you are booking activities only a deposit of £5.00 per person must be sent with your booking form. **This is not refundable.** There will be a minimum charge of £116.00 per activity session.

All activities are led by fully qualified instructors and the centre is approved by Adventure Activities Licensing Authority (reg. number L11582/R0099)

All of our Activity Instructors are Enhance DBS checked and have the relevant national governing body qualifications for the activity they are leading.

24 Hour Packages

24 hour packages can be arranged which include full board, day and evening activities for a reduced price. Multiples of this can be arranged upon request. Please note that bookings for 2015/2016 no longer include a coach. This is to be arranged by the school/Group prior to the visit.

Football Pitch Hire

Football Pitch hire is subject to availability & suitable weather conditions. This will be assessed on the day.

Camping

Full payment is required at the time of booking. Group leaders are to contact the Duty Manager on arrival and confirm numbers of group attending. Groups should at all times have sufficient responsible adult supervision. The House is out of bounds to all campers, except leaders who need to contact the Duty Manager. Camps should be settled and quiet between 11pm and 7am. Campers should clear up all refuse after the camp is dismantled and should keep the campsite clean and tidy through the duration of their stay.

Security

All centre staff hold DBS disclosure certificates.

There is part of the site which is out of bounds to visitors. This is the Spinney area (anywhere over a bridge), the Swimming Pool and anywhere marked for Staff Only. Visitors are only to enter these areas under the supervision of a member of staff and when wearing the appropriate safety equipment.

You will be given room keys and asked for the room allocation list. A key code will be set up personal to each group and arrangements will be confirmed regarding night time lock up. **Do not let unknown people into the building.**

INVOICE CONDITIONS

- When bookings are confirmed please ensure that the numbers booked are realistic
- Two weeks prior to the booking date numbers are to be confirmed and sent to a member of the administrator. This is the minimum number you are charged for.
- If numbers rise significantly from those confirmed two weeks before the booked date, Grendon can not guarantee the quantity catered for.
- If we do not receive confirmation of your numbers two weeks before your booking you will be charged for the latest numbers the centre was informed of.

CANCELLATION POLICY

Cancellation of residential booking within 16 weeks or less – Full cost

Cancellation of non-residential booking's or activities within 8 weeks or less - Full cost

Grendon must be notified in writing of any cancellation.

PAYMENT

Payments can be made by the following options

Cheques – made payable to Northamptonshire County Council

Cash payments

BACS payments can be arranged, please call the centre and speak to a member of the team to arrange this.

Charges will be made according to the price you were quoted at the time of booking.

For further information visit our web site www.northamptonshire.gov.uk/outdoorlearning

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