

Terms and Conditions for INDIVIDUAL BOOKINGS with SSE Outdoors, part of Somerset County Council (SCC).

Please ensure you have read and understood the information below prior to making a booking. Please retain this document for future reference.

SSE Outdoors is part of Support Services for Education (SSE), a traded unit within Somerset County Council, which offers a wide variety of support services for all education providers, promoting educational excellence for all the children and young people of Somerset and beyond. SSE Outdoors welcomes individuals from all backgrounds and a range of organisations to their Outdoor Education Centres.

Definitions

SSE Outdoors consists of 4 educational centres and the term 'individual' refers to everyone, of whatever age, taking part in an activity or course booked at any of the centres or delivered by a SSE Outdoors member of staff off site.

Fees

The fee payable for the use of a SSE Outdoors centre shall be calculated in accordance with the scale of charge in force at the time of the booking. SSE Outdoors reserves the right to alter or revise these charges at any time.

Cancellation by the Somerset Outdoor & Residential Learning Service

SSE Outdoors may at any time, without notice, cancel a booking or withdraw a course. In such an event, SSE Outdoors shall not incur any liability whatsoever to the customer other than for the return of any fee or the appropriate part thereof.

Cancellation by Customer

In the event of a cancellation of a booking, a cancellation fee will apply. The deposit will be retained by SSE Outdoors in all cases. The cancellation fee is dependent on the period of notice given in advance of the first day of the course starting, according to the following scale of charges:

- less than 4 weeks in advance – 100% of the course fee

Responsibilities

Whilst in attendance and on site individuals will:

- ensure the orderly use of the facilities including the observance of **'No Smoking'** throughout the building and grounds;
- familiarise themselves with fire alarm positions and the establishment's exit route;
- adhere to the rules, regulations, policies and signage.

SSE Outdoors staff will take all reasonable care of every individual. However, SSE Outdoors accepts no responsibility for illness, personal injury or for any loss or damage to individuals' personal property whilst they are at the centres, except in the case of proven negligence on the part of SSE Outdoors at the centre.

SSE Outdoors is part of Somerset County Council and is covered by insurance policies taken out by SCC and adheres to all SCC policies and guidelines.

Staffing

Activities are staffed according to Health, Safety and Environmental Conditions, led by a qualified SSE Outdoors instructor or course tutor.

Incompatibility

SSE Outdoors reserves the right to remove, exclude or refuse an individual at any time prior to or during the course if, in SSE Outdoors's opinion

- they are jeopardising the safety of the group or the individual undertaking the activity;
- the individual is having a detrimental effect on the group undertaking the activity;
- the individual is having an adverse effect on the activity itself.

Any individuals using the facilities at the centres who are deemed to be causing disruption or distress by either their language or actions will be asked to leave the centre or course/activity. A SSE Outdoors member of staff will contact the parent or guardian who will be expected to make arrangements for the individual to be collected immediately. No refund will be given.

SSE Outdoors may call the police in the event of any disturbance by any individual, or if there is a public order offence being committed.

Under no circumstances should an individual or group leader or any member of the public tamper with or adjust any equipment/items belonging to SSE Outdoors or its staff. Such action may result in the individual being asked to leave the premises. The safety of our groups is paramount. If the individual is unclear how to use any equipment, he or she must ask for assistance.

All individuals undertaking the activity in question must be properly and correctly attired and must ensure that he/she brings suitable footwear and clothing for the activity in question.

Programme Changes

Courses and activities are subject to alteration in the event of adverse weather conditions or other factors which are beyond SSE Outdoors's control. If the courses/activities are altered due to safety reasons or availability, SSE Outdoors will provide alternative activities or a refund where appropriate will be given.

Terms and Conditions can be found at: www.kilvecourt.co.uk

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