



## **Terms and Conditions for Website Bookings Including School Holiday Camps and Day Visits with SSE Outdoors 2022/2023** **- 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.

### **1. Definitions**

SSE Outdoors consists of four 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.

### **2. Cancellation by SSE Outdoors**

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.

### **3. Cancellation by Customer**

In the event of a cancellation of a booking, a cancellation fee will apply.

- 28 or more days before the course – 50% of the full cost is retained by SSE Outdoors.
- Less than 28 days before the course – 100% of the cost is retained by SSE Outdoors.
- If a day visit is cancelled at any point the full amount will be retained by SSE Outdoors.

### **4. Behaviour/Incompatibility**

SSE Outdoors reserves the right to remove, exclude or refuse an individual at any time prior to or during a course if, in the opinion of SSE Outdoors, the individual does not meet the expectations set out below. By agreeing to the terms and conditions you are agreeing that the individual can manage their words and actions in line with these expectations.

- **Individuals will not jeopardise the safety of themselves or their group whilst undertaking an activity or during non-activity periods**
- **Individuals will not have a detrimental effect on their group during an activity or in non-activity periods**



Support Services  
for Education



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. An SSE Outdoors member of staff will contact a nominated parent or guardian who will be expected to make arrangements for the individual to be collected immediately. No refund will be given.

### **5. 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.

### **6. Responsibilities**

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.

We advise all parents/carers to take out insurance.

**There is an inherent risk in adventurous activities and equipment around our site. We expect individuals support to mitigate this risk by following instructions.**

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.

### **7. Data Protection**

SSE Outdoors complies with all applicable requirements of the Government Data Protection Legislation.

Our full privacy policy is accessible here [Privacy Policy \(sseoutdoors.co.uk\)](https://www.sseoutdoors.co.uk/privacy-policy)