



Neroche Woodlanders Limited: Terms and Conditions 2022

For overnight camps and courses of consecutive days

1. General Terms and Definition

- a) An Overnight, Long Course or Camp means an event that lasts for more than one consecutive day.
- b) Neroche Woodlanders shall mean Neroche Woodlanders Ltd whose registered address is 10 Sunnyside, Awliscombe, Honiton, Devon EX14 3NX (Industrial Provident Society, Register no. 8719).
- c) The "client" means the person or persons named on the booking form via BookWhen or other booking form.
- d) A contract between Neroche Woodlanders Limited is deemed to arise when any payments have been made or the booking form completed or via an email confirmation.
- e) This agreement is governed by English law.

2. Payment

- a) Events are generally paid in full at time of completing the Booking Form. As a minimum all bookings made within 4 weeks of the event start date must be accompanied by payment in full
- b) However, if a deposit is paid, the balance of the fees must be paid in full no later than 4 weeks before the start of the event.
- c) If the balance is not paid in time Neroche Woodlanders Limited reserves the right to treat the agreement as cancelled by the client.

3. Cancellation by Client

- a) If the booking is cancelled by the client (for any reason) the deposit is forfeit. However, the client may transfer the booking to another person with the agreement of Neroche Woodlanders Limited.
- b) Cancellations more than 35 working days before the event, 50% of the total paid will be refunded.
- c) Cancellations less than 14 days before the event (for whatever reason), there will be no refund.

4. Cancellation by Neroche Woodlanders

- i) **Adverse, Extreme Weather.** High winds (force 6 and above), named storms, snow and lightning storms make it unsafe to operate in the woodland environment. If we cancel, usually at short notice, we will do our best to reschedule and offer you another date. If we cannot find another suitable date, we will give a refund. If you cannot make the rescheduled date, we will give you a refund.
- a) **Insufficient demand or staff un-availability.** In the event that there are insufficient numbers booked onto an event, Neroche Woodlanders Limited have the right to cancel, returning all deposits/monies. A decision on this will be made at least 4 weeks before the event, before full payments are required.

- b) **Contacting you if we cancel.** We will contact you by email or phone, or both and aim to make sure that everyone has replied so we know that you have the message. It is your responsibility to stay in touch so that we can get messages to you.

5. Liability and Insurance

- a) Our events take place in the open countryside and Neroche Woodlanders Limited makes every effort to minimise risk to clients and instructs clients in the safe use of tools and equipment etc. Neroche Woodlanders Limited only accepts liability for physical injury to a client that is shown to result from negligence on our part and have appropriate insurance to cover such eventualities.
- b) The client acknowledges that other loss, damage and expense (including, without limitation, loss of money, loss or damage to clothes and possessions, losses arising on the cancellation of a booking and the expense of delay) however arising is not the responsibility of Neroche Woodlanders. The client may decide that appropriate insurance (eg travel insurance) is required to cover these losses including travel; loss of belongings and cancellation.

For your Information

Travel and Parking

Neroche Woodlanders does not provide transport unless it is a planned part of a project, in which case an agreement with an appropriate provider will be made. Parking is provided at the parking area part way up the track to the Young Wood base. No vehicles should be brought to the camp area unless this has been agreed with Staff.

Health

Please notify Neroche Woodlanders at the time of booking if any person has any dietary, or medical condition, allergy or disability that may affect his or her involvement, so that necessary arrangements can be made to accommodate the condition.

Any participant with symptoms of an infection (sore throat, cough etc.) should not attend in line with current Covid or health guidance. If requested, clients may need to have a negative covid test before attending.

Whilst Woodlanders will make their best efforts to accommodate every person in line with legislation, we cannot guarantee that these requirements will be met.

Conduct of People

Neroche Woodlanders reserve the right to terminate a Persons activity should staff assess they be causing damage, or likely to cause damage, to themselves, to others or to the environment or equipment.

Persons must be prepared for the outdoor environment by wearing old clothes, trainers, boots, waterproofs, sun hat etc. Please see the relevant guidance or ask for more details.

No dogs should be brought unless express permission has been given by Neroche Woodlanders Staff.