



Rutland
Outdoor
Education
Centre

Terms and conditions for ROEC

We try to keep our terms and conditions straightforward. We hope you will agree that what we set out here provides clear guidelines of what you can expect from us and what we, in return, expect from you.

Bookings & Cancellations – General Information

Bookings for sessions/blocks can be made by telephone or email or on our Booking System. We require the name of the person making the booking along with the names and ages of the participants. Bookings forms will be emailed out. **Payment in full by BACS transfer must be made at time of booking.** If not booked via Bookwhen, all booking invoices will be sent to you via the email address you have used to book with. If payment has not been received prior to the booked session, you may be refused entry.

ROEC does not provide any credit facilities or services on account and no request for the same will be accepted. All bookings are accepted on the understanding that should matters outside of our control become apparent, I.E extreme weather conditions etc., we reserve the right to vary, alter, adjust or ultimately cancel the reserved session, all possible steps will be made to inform the customer of any variation and where possible will endeavour to re-book at a time convenient to all parties.

Alternative Provision - Either party may terminate this Agreement by giving the other notice in writing no later than 1 term before the scheduled start date of the reserved sessions.

Should any sessions be cancelled by ROEC by reason of safety, normally due to high winds or adverse weather, then booked sessions will be re-allocated to forthcoming dates at the discretion of the ROEC management.

School Camps - Bookings & Cancellations

Bookings for all school camps will be made through contacting ROEC to discuss your requirements for an overnight educational visit. We will require the lead member of staff to complete a booking form to confirm the date and potential number of attendees. Bespoke packages will be quoted on a school-by-school basis. At this point, all activities will be outlined, and a general overview planned between the school and ROEC. A non-refundable deposit will also be payable to secure your booking dates. This needs to be paid **within 4 weeks** of making a booking to confirm and secure the date you have agreed with ROEC. Once

the numbers of children attending is confirmed, the remaining balance will need to be provided **in full 8 weeks before** the date of the camp booking. Failure to do this may result in losing your booking. We will also ask for appropriate information about the children attending, such as medical conditions, food intolerances, allergies. Each child attending will be asked to complete an individual booking form. This will be sent out to schools by ROEC. Either party may terminate this Agreement by giving the other notice in writing, no later than **8 weeks before** the booked camp date. In this case, a partial refund would be made available, except the non-refundable deposit, if the school has cancelled the booking. Termination by the school within this 8-week cut-off period, prior to your booking date commencing or during the booking would result in a cancellation charge of 100% of the remaining total booking.

Holiday Club, Ducklings and Home Education - Bookings & Cancellations

Bookings can be made via Bookwhen, by visiting our website or by contacting admin@roec.co.uk. Please note that all bookings are to be paid for in advance of the sessions booked. We do not offer refunds on cancellations, however you may request to swap the date, subject to availability, by giving us at least 48 hours' notice.

Booking forms (including Medical and Photography consent Forms) (non-schools)

These must be completed and returned before the commencement of any booking. We also require any changes to information submitted on our booking forms including medical changes to be shared with us, for the comfort and safety of all attendees.

Medical: Accidents/Incidents/Medication

In a perfect world there would be no accidents, however sometimes things do happen unexpectedly and action to remedy must be taken. In the event of any accident/incident the overall responsibility and decision-making process will be solely with the session Leader. All our staff are fully trained and qualified and as such will confidently handle any situation that may arise. However, should an incident/accident occur that is outside of the capabilities of our staff we reserve the right to act without further authority, in the best interests of the person(s) affected. This also includes the administration and application of First-Aid, removal by ambulance to Hospital or any other matters that may arise.

If you or your child requires medication, this must be brought to the session(s) for use in case of an emergency by the parent of the child or First-Aider or Medical Emergency personnel. If a child arrives for a session without their emergency medication, the session Leader reserves the right to refuse entry to the session (for the protection of both child and staff/volunteers). All our staff have a (2 day) Paediatric First-Aid certificate.

What Kit do you need to visit us at ROEC?

"There's no such thing as bad weather, just poor kit"

Suitable clothing, for the environment and the weather is very important!

The following has been prepared as a checklist to help you prepare your child for their ROEC experience.

Suitable clothing

- Long sleeved T-Shirt or shirt

- Fleecy top or jumper
- Long trousers
- Socks that stay up inside Wellington boots
- Wellington boots or waterproof shoes/boots
- Waterproof coat
- Hat
- Gloves

Unsuitable clothing

- Short sleeved T-shirts (bare arms can get stung by nettles)
- Shorts (bare kegs can be scratched and stung)
- Leggings (too thin to provide proper protection from brambles/nettles)
- Sandals
- Crocs or similar type footwear (soles do not provide adequate protection)

Food and Drink

All allergies and intolerances are to be notified to us via our booking forms prior to any sessions attended. Any changes should be notified to staff on the day. Where a packed lunch is to be provided by parents/guardians, please note that ROEC is **a completely nut-free site**. No food containing nuts of any type (including spreads, sauces etc) will be allowed on site and we reserve the right to remove any such items.

Safeguarding

We have policies and procedures related to safeguarding for both you and staff, which we can provide for you to read on request. If you have any questions relating to safeguarding in relation to a child or vulnerable adult, please contact us. We provide confidentiality in relation to information shared with us by you, except in circumstances where 'disclosure' makes it a legal obligation to share information with the appropriate professionals.

Insurance and Liability

All activities conducted under the name of Rutland Outdoor Education Ltd are protected and insured under specialist insurance policy. We are covered for both public and employer's liability so you can be rest assured that all eventualities are covered. The liability of practical sessions does not cover the personal belongings of any individual taking part in any session reserved, therefore it must be fully understood that we are not responsible for the loss, damage or destruction of any personal goods however so caused. All activities undertaken at ROEC are done so completely at the individuals own risk.

Protecting your privacy

Any personal information, stored, relating to adults or children attending bookings will be deleted or destroyed after they have finished their attendance. Emails provided for booking purposes will not be automatically added to our mailing list, you will need to subscribe to our list to receive regular news and updates.

Whilst we respect privacy of individuals, we do take photographs and sometimes short video clips during the sessions which we like to use to help encourage others to come along. We always ask those who attend whether they are happy for photos/videos to be used for marketing purposes or shared onto our social media accounts such as Facebook.

Feedback and Concerns

We encourage you to give us feedback about your experience at any of our sessions (office@roec.co.uk). We actively encourage a two-way conversation regarding anything that has caused/is causing concern. Feedback can be given verbally, in person, by telephone, or in writing by email.

We aim to be as open, honest and as straightforward as possible with you to maintain a constructive two-way flow of communication.