

Terms and Conditions

Bookings & Fees

These terms and conditions apply to all bookings.

- Bookings can be made via our website or by contacting the office by phone or email.
- When your booking has been entered onto our system you will receive an email with your Booking Confirmation attached. It includes details of your visit and the amount due (including deposit where applicable). This will be re-sent 14 days before your visit. You will also receive an updated version of the Booking Confirmation when you pay your deposit or final payment.
- The deposit should be paid within 21 days of receiving the email, to confirm your booking.
- The final payment should be paid within 7 days after your visit.
- If you need to amend your booking before your visit please get in touch by phone or email. If you need to amend your booking during your visit (eg group numbers, additional activities etc) please speak to a member of staff or fill in a Booking Amendment form (available from the box on the office door). When changes are made to your booking we will send you an updated Booking Confirmation.
- Instructor-led activities can be added to your booking up to a month before your visit subject to availability, but please request as early as possible.
- Self-led activities can be added to your booking up to and including your visit subject to availability.
- Groups can choose to book cleaners for the end of their stay for a charge of £85 per building. This service needs to be requested at least 2 weeks in advance.

NB We make every effort to ensure that prices and information displayed on our website and in marketing materials are correct, and that we give appropriate notice of changes, but please check details with us at the time of booking to ensure you have the correct information for your group.



Cancellations and Changes

Overnight stays:

- Please let us know as soon as possible if you want to cancel your booking. We will accommodate changes where possible with reasonable notice.
- If you cancel your booking your deposit will not be refunded.
- In exceptional circumstances we may need to change the building or campsite allocated to you. If this is necessary we will notify you as soon as we are able to.
- Groups who have not booked our cleaning service will be charged a penalty fee if cleaning requirements have not been sufficiently met.

Day/evening visits:

- Please let us know as soon as possible if you need to cancel your booking.
- If for any reason we need to cancel or make changes to your booking we will give you as much notice as possible and discuss alternative arrangements with you.

Activities:

- A deposit of £22 per group per hour is required for instructor-led activities. This is non-refundable if you cancel within 2 weeks of your booking.
- No deposit is required for self-led activities.
- If we need to cancel your activity because of adverse weather conditions, instructor availability or for any other operational reason, we will give you as much notice as possible and discuss alternative arrangements with you.

Other:

- We reserve the right to charge groups for any missing items or damage caused to buildings, campsites, activities or equipment.



Safety & Safeguarding

- Whiteley Woods OAC has public liability insurance to cover potential liabilities to visitors. Groups should consider whether they require any additional insurance for their visit, eg cancellation or personal accident.
- Risk Assessments for our site, buildings, and activities can be found on our website and are available on request. We expect all groups to familiarise themselves with the appropriate RAs for their visit before arrival.
- It is the responsibility of all groups to ensure their groups meets legal and organisational requirements for child to adult staffing ratios.
- It is your responsibility to provide First Aid cover and equipment for your group.
- Any injury, accident or illness severe enough to require a doctor or hospital visit must be reported to a member of staff so that the appropriate forms can be completed in accordance with health & safety guidelines.
- All groups should adhere at all times to their organisation's Safeguarding policies and procedures. If your group does not have its own then we expect you to adhere to Whiteley Woods OAC's Safeguarding Policy (available on request).
- If you are worried that a child has been harmed or is at risk of harm it should be reported by telephone to the Sheffield Safeguarding Hub by calling 0114 273 4855. This number is operational 24 hours per day. If a child is in immediate danger call 999 for an emergency police response.



Other terms and conditions

- All building charges are inclusive of Gas & Electricity, unless otherwise indicated.
- Force Majeure: Whiteley Woods OAC shall not be liable for any delay in performing, or failure to perform, any obligation or alterations and cancellations due to any cause beyond Whiteley Woods OAC's reasonable control, including strikes; lockdowns; labour disputes; act of God; war; riot; civil commotion; terrorism; malicious damage; threats to safety; compliance with any law or governmental order, rule, regulation, or direction; accident; environmental contamination; pandemic; outbreak of disease; breakdown of plant or machinery; fire; flood; storm; difficulty or increased expense in obtaining workmen, materials, goods, or raw materials, in connection with the performance of this agreement.
- On occasion photographs and video are taken at our site for publicity purposes. We will always gain appropriate consent for the use of such images but if you have any queries please speak to a member of staff or contact the office.
- If a problem arises during your visit please speak to a member of staff as soon as possible and we will make every effort to rectify it. If you wish to make a complaint please send it by email to OAC@whiteleywoods.org.uk or in writing to

Whiteley Woods Outdoor Activity Centre
Common Lane
Sheffield
S11 7TG

