

**BOOKING CONDITIONS**

**BOOKING FORM –** We require your booking form back within 1 week of receiving it. If we have not received a booking form after one week, we will assume you no longer require your booking and open the date to other clients.

**DEPOSIT –** On receipt of your booking form we will send you a booking fee invoice stating a required paid by date. This is a non-refundable deposit. Your booking is only guaranteed on receipt of payment. If we do not receive payment by the date provided, we will assume you no longer require your booking, and your date may be offered to other clients.

**OTHER PAYMENTS**

The final invoice will be issued 8 weeks before your course and due for payment 6 weeks before. Late payment, unless previously agreed, may result in cancellation of your booking with Water Park retaining any monies already paid.

Day visitors will be invoiced 8 weeks before the course and payments are required 4 weeks prior to your visit.

**CANCELLATION PROCEDURE –** All cancellations must be received in writing.

Any deposit paid is non-refundable.

Cancelled 6 weeks before arrival date,100% of total amount due.

**We strongly advise you to consider insurance against any unforeseen event.**

**PRE-VISIT –** If this is your first visit to the centre, we strongly recommend a preliminary visit to familiarise yourself with the centre.

**ARRIVAL/DEPARTURE TIMES –** Arrival time for residentials is from 11am on Monday and departure time by 1.00pm on a Friday. Arrival time on a weekend is after 5pm on Friday with the latest departure time of 4pm on Sunday.

For all day visits (including Kennels) the earliest arrival time is 9:30 and departure 16:00 for standard days.

**ERIC WRIGHT FINANCIAL SUPPORT** – Residential applications must be submitted to the Eric Wright Trust **at least 3 months** prior to your course or you may not receive the full amount requested. Day visit applications must be submitted with the booking form.

**MEDICAL INFORMATION –** we require medical information for all clients, including staff in advance of your visit. Any client arriving at Water Park without medical/consent details will not be able to participate in activities and may ultimately have to be removed from the premises.

**CLEANING NOTICE** – Our cleaning schedules are very tight. We politely request all groups leave all used areas requiring general cleaning only. Please return all furniture to the position it was found, sweep the floors and wipe down any tables where needed.

**SAFEGUARDING** – Water Park actively seeks to provide the safest possible experience for all client visitors and includes DBS checks for all staff. Child protection remains the responsibility of the visiting organisation and therefore has a duty to designate a safeguarding lead for their trip.

**CHANGING/BEDROOM FACILITIES** – We only have 1 male and 1 female changing facility. We advise groups bringing mixed age groups, specifically under and over 18’s consider changing arrangements and bedroom allocation. Your arrangements should be identified in your risk assessment and rationale explained. Allocation of bedrooms and use of changing rooms is the responsibility of the person who completes the booking.

**SAFETY, ALLS ACCEPTANCE RISK, INSURANCE** – We place great emphasis on safety throughout our programs by employing qualified and experienced staff and working to Adventurous Activity Licensing Service guidelines. However, the activities we teach can be hazardous and although levels of risk are reduced to tolerable levels in line with current best practice, participants must accept that risk management in real situations is an inherent part of the educational ethos of the centre. Parents and guardians must also recognise a degree of risk when signing consent forms. The Centre reserves the right to alter a course due to unforeseen circumstances such as weather, staff absence, illness, etc. Safety always remains paramount and changes to planned activities will be made to minimise disruption and disappointment to the best of our abilities.

Whilst Water Park is covered by professional indemnity insurance, all participants are responsible for arranging their own insurance (if required) for personal accident, personal possessions, and cancellation of courses.

No unaccompanied activities (such as morning swims) are permitted and therefore not covered by Water Park insurance.