

# BOOKING TERMS AND CONDITIONS FOR SCHOOLS AND COLLEGES



## THE SMALL PRINT..

Our mission is simple - we want as many Young People as possible to join us to have amazing adventures, but we can't escape the fact there is some small print needed to guide how we structure our work. Whilst all of the T&Cs are important, to guide you to those more common queries we have highlighted some for you. We strongly recommend you still read all the terms ahead of your Adventure with us.

## SIGNING THIS CONTRACT

Contracting early has benefits for you. It means that we can honour any prices issued at the time, including Charitable Funding, ensuring you get the best pricing for your Young Peoples needs. With changeable costs, without a contract, fees are subject to change, this includes the Charitable Funding we might be able to award, more information on the timeline of this below.



## THE RECOMMENDED READING

**Cancellations** Things change and you can of course cancel your booking at anytime, but there are cut off dates and conditions you should be aware of. We have a sliding scale of fees relative to your start date. Depending on when you alert us to a cancellation (this can be a group, an extra, or complete cancellation) the fee may include Charitable Funding payback. Please review these dates so you can make any amendments you need at the best possible time. We are a charity and funds that may have been applied to your booking (Charitable Funding) will need to be allocated to other Young People, this can form a large sum of the Cancellation fee depending on when you notify us. **(See T&Cs 3 Cancellation or amendment by you)**

**The Holding Fee & Contracting timeline** If you book a course more than 12months away, we will issue a non refundable Holding Fee invoice alongside this contract. It's vital that you pay this to secure the dates and centre required. It's also really important to sign this contract. Without these your course cannot be confirmed. It might feel like a big commitment to sign your contract so far in advance, however we know things change and because of that the contract doesn't fully commence until you pay your deposit which will be issued 12 months prior to course start date. **(See T&Cs 2 Fees and deposit)**

**Participant Numbers and Group sizes** A group is made up of 12 Young People (and 1 free Visiting Member of staff) Due to safety and the way we run our courses, 12 is the absolute maximum in a group. If you have 13 Young People, it will mean you'd need to book/pay for another group. Additionally, any other Visiting members of staff or Extras you add to your booking will incur a charge and form part of our payable course fees and associated cancellation fees where applicable **(See T&Cs 2 Fees and deposit)**

**Deadlines for the Participant Information Form (PIF)** To make sure we can run each course safely and offer the best support, we ask you to distribute a link to each Participant to complete an online form to share any medical or ongoing situations we need to be aware of. The link will come via email approximately 5months ahead of the course for you to distribute at the earliest time possible. It is an essential part of the pre-course prep and we need this information at least 6 weeks ahead of the course start date, so we can work anything through with the Young Person(s) and complete the final preparations (Groups and Rooms) in good time. If we don't receive this in time there could be a risk of cancellation. **(See T&Cs 8 Exclusion of Participant(s) from the course)**

**Our community code** We are big believers in working in partnership with you and those Young People that come on our adventures. To make sure everyone is aware of the expectations we have a community code which sets out how everyone can work together to get the best out of their time with us. Please review to ensure this is in line with your expectations and raise any questions you may have prior to arrival. **(View here - Our Community Code)**

# BOOKING TERMS AND CONDITIONS FOR SCHOOLS AND COLLEGES

Please take the time to read these terms and conditions carefully as they are the basis for the contract between us (the “**Contract**”). The party making the booking will hereinafter be referred to as “**you**”.

## 1. Contract

- 1.1 Your Contract is with The Outward Bound Trust, a charity registered in England and Wales with charity registered number 1128090, and in Scotland with charity registered number SC040341, and a company limited by guarantee registered in England and Wales with company number 6748835 having its registered office at Hackthorpe Hall, Hackthorpe, Penrith, Cumbria, CA10 2HX (“The Trust”).
- 1.2 When you make a booking to participate in one of the courses of The Trust (a “Course”) you do so on behalf of your organisation and each of your participants (each a “Participant” together the “Participants”).
- 1.3 You warrant and guarantee that:
  - 1.3.1 you have the authority to enter into this Contract;
  - 1.3.2 that you accept the terms of this Contract;
  - 1.3.3 that the Contract shall apply to your booking to the exclusion of all other terms and conditions; and
  - 1.3.4 that where you are making this booking on behalf of other persons, you have their authority, and where they are under the age of 18 years of age, the authority of their parents or guardians to enter into this Contract.
- 1.4 The Contract between us will be formed on the earlier of the date when The Trust receives your Holding Fee, where applicable (as defined below) or Deposit (as defined below) or when The Trust receives a signed copy of the Contract from you.

## 2. Fees and deposit

- 2.1 Each course will be split into Groups (a “**Group**”). If there are multiple Groups, number of Groups will be calculated based on 12 Participants per Group e.g. if there are 13 Participants this will require 2 Groups. The course fee payable will be based on the number of Groups and shall be as set by The Trust and stated on the Contract of Business (the “**Total Course Fee**”).

- 2.2 The Trust offers a charitable subsidy to schools and college bookings (the “**Charitable Subsidy**”). The Charitable Subsidy is as stated on the Contract of Business.
- 2.3 If a Charitable Subsidy applies, this shall be deducted from the Total Course Fee to calculate the fee payable (the “**Payable Course Fee**”).
- 2.4 Charitable Funding may be awarded in certain circumstances (the “**Charitable Funding**”) to assist with the payment of the Payable Course Fee.
- 2.5 The holding fee is a set amount of **£500 per course which upon payment relates** to the provisional holding of bed space only (the “**Holding Fee**”) **All other aspects of the contract are subject to change until the “Deposit” has been paid.**
- 2.6 Subject to clause 2.10 if a booking is made more than 12 months prior to the Start Date of the course (the “Start Date”), the Holding Fee must be paid within 28 days of the receipt of an invoice for the Holding fee from the Trust.
- 2.7 The deposit is the sum equal to 10% of the Payable Course Fee (the “**Deposit**”). The Deposit must be paid within 28 days of the receipt of an invoice for the Deposit from the Trust.
- 2.8 The remaining course fee is the Payable Course Fee minus any Charitable Funding and any amount paid as the Deposit, and Holding Fee where applicable. (“**Remaining Course Fee**”).
- 2.9 Subject to clause 2.10 if the booking is made more than 8 weeks prior to the start date of the Course the Deposit must be paid within 28 days of the receipt of an invoice for the Deposit from The Trust.
- 2.10 Notwithstanding clause 2.9 if the booking is made less than 8 weeks prior to the Start Date, the Deposit must be paid immediately.
- 2.11 Subject to clause 2.10, the Remaining Course Fee must be paid within 8 weeks before the Course Start Date.
- 2.12 If the Holding Fee and/or Deposit is not paid on the due date, The Trust may cancel your booking and the relevant Cancellation Charge will apply.
- 2.13 Where any payment due from you is overdue, The Trust reserves the right to charge interest on the full outstanding amount, on a daily basis, at the rate of one per cent (1%) above Barclays Bank plc base rate, until payment in full is made.
- 2.14 Payments made by credit card will incur a charge in accordance with current rates.

2.15 Ogwen Cottage operates with a maximum number of Participants of 36. The Total Course Fee will be based on minimum of two groups, 24 Participants for each Course, with rates applied for the third available group, 12 more participants.

### 3. Cancellation or amendment by you

3.1 You may cancel the Course at any time.

3.2 Cancelled Groups will be subject to the applicable cancellation charge, (the “**Cancellation Charge**”) as shown below.

Cancellation Date	Cancellation Charge
From date of booking until deposit is paid	Loss of Holding Fee
From date of booking until 57 days prior to the Start Date	Loss of 10% Deposit and loss of any paid Holding Fee
56 – 29 days prior to the Start Date	50% of the Payable Course Fee
28 – 15 days prior to the Start Date	75% of the Payable Course Fee
Fewer than 14 days prior to the Start Date	100% of Payable Course Fee

3.3 The date of effective cancellation is the date of receipt by The Trust of written notice of the cancellation from you. You must not assume we have received your notice of cancellation until you have received an acknowledgement from us (the “**Acknowledgement**”), confirming the cancellation of your booking and providing details of any sums due. If you do not receive the Acknowledgment within 7 days of your notice of cancellation you must submit a new cancellation notice as we will not have received your original notification and it will be deemed not to have been sent.

3.4 In the event of the cancellation of a Participant’s place on the course, and only when due to unforeseen and unavoidable circumstances, you may transfer that place to a new Participant by written notice up to two weeks prior to the Start Date and not after this time. Such transfers must be accompanied by all relevant information, for example the Participant Information Form, for each new Participant, and must be submitted within 24hours of the notification. Alternatively, you may reduce the number of Participants taking part in the Course, but in this event, we will recalculate

the number of Groups and cancelled Groups will be subject to the Cancellation Charges stated in clause 3.2.

#### 4. Cancellation or amendment by The Trust

- 4.1 If for any reason The Trust is not able to offer the Course on the terms of the booking which you have made, we shall endeavour to find an alternative course for you to attend.
- 4.2 The Trust will refund you the difference in price if the alternative course fee is of a lesser amount.
- 4.3 If no alternative course can be agreed, The Trust may cancel your booking.
- 4.4 If the Deposit is not paid on the due date, The Trust may cancel your booking and the relevant Cancellation Charge will apply.
- 4.5 Other than pursuant to clause 2.10, in the event of a cancellation by The Trust, we will refund any course fees paid to us by you.

#### 5. Insurance

- 5.1 The programme fee includes public, product and third party liability insurance cover.
- 5.2 The programme fee does not include personal accident, travel or cancellation insurance cover. It is your responsibility to ensure that the Insurance Cover provided is suitable and adequate for all Participants' needs. In the event that you or a Participant decides that you/they require additional insurance cover, it is your/their responsibility to obtain such insurance and it shall be at your/their additional cost.

#### 6. Force majeure

- 6.1 The Trust shall not be liable for any failure or delay in performing its obligations under the Contract to the extent that such failure or delay is caused by a Force Majeure Event. A **Force Majeure Event** means any event beyond a party's reasonable control, which by its nature could not have been foreseen, or, if it could have been foreseen, was unavoidable, including but not limited to strikes, lock-outs or other industrial disputes (whether involving its own workforce or a third party's), failure of energy sources or transport network, acts of God, war, terrorism, riot, civil commotion, interference by civil or military authorities, national or international calamity, pandemic, armed conflict, malicious damage, breakdown of plant or machinery, nuclear, chemical or biological contamination, sonic boom, explosions, collapse of building structures, fires, floods, storms, earthquakes, loss at sea, epidemics or similar events, natural disasters or extreme adverse weather conditions, or default of suppliers or subcontractors.

## 7. Health and safety

- 7.1 A Participant Information Form must be fully completed and returned to The Trust, signed by each Participant (or by the Participant's parent or guardian if under the age of 18 years) **at least six weeks prior to the Start Date**. Within the Participant Information Form, each Participant must confirm that they are in good general health to take part in the Course including but not limited to having a reasonable basic level of fitness, and Participants must be willing and able to become involved in every aspect of the Course.
- 7.2 If the medical declaration is not completed and returned The Trust reserves the right to decline or cancel a Participant booking without having to pay any compensation and **you may be liable to pay the cancellation charges** outlined at clause 3.
- 7.3 You must inform The Trust if any Participant has a medical problem, life threatening allergy or disability before you confirm your booking as not all Participants may be able to participate in all Courses.
- 7.4 The Trust reserves the right to ask Participants and Staff to make arrangements to leave the Centre.
- 7.5 If any new medical problems or disabilities are suffered or arise between the entry into the Contract pursuant to clause 1.4 and the Start Date you must notify The Trust immediately. We reserve the right to decline or cancel a Participant's place if it considers that to continue would be harmful to the health or safety of the Participant or other Participants on the Course.
- 7.6 You must also inform us if any Participant or Staff has come into recent contact with another infectious disease. Where the Start Date falls within the accepted quarantine period for transmission of any such disease, The Trust reserves the right to exclude that Participant from the Course. This shall be deemed to be a Course cancellation by you. No compensation shall be payable by us to you or the Participant and **you may be liable for payment of the Cancellation Charge** set out at clause 3.2.
- 7.7 The Trust operates in line with all UK laws. Smoking including the consumption of electronic cigarettes (vaping), or any use of any other prohibited substances as described in the Outward Bound Trust code will not be tolerated on any of The Trust's premises except within the designated smoking areas. The normal disciplinary process set out in The Outward Bound Trust Code will apply to Participants who break this rule. We will not tolerate abuse of this rule and immediate sanctions will be applied.

7.8 By signing this Contract you accept on behalf of each Participant and agree to comply with The Trust's safety and disciplinary procedure and accept the authority of the Course Instructors and Head of Centre. An overview of The Trust's safety arrangements, risk assessments and staff qualifications can be found on our website [www.outwardbound.org.uk](http://www.outwardbound.org.uk).

## 8. Exclusion of Participant(s) from the course

8.1 In the event that:

8.1.1 a Participant's behaviour during the Course may prejudice the safety and wellbeing of any member of the Course, or the satisfactory progress of the Course; or

8.1.2 The Trust is informed through the Participant Information Form, or at any point prior to the Start Date that a Participant's attendance is likely to prejudice the safety and wellbeing of the Participant or of any other Participant of the Course or any other party involved in the Course, or any other Course being delivered at the centre at the same time; or

8.1.3 if during a pre-course briefing (if applicable) The Trust deems a Participant's attendance is likely to prejudice the safety and wellbeing of the Participant or of any other Participant of the Course or any other party involved in the Course, or any other Course being delivered at the centre at the same time; or

8.1.4 a Participant is not between the ages of 9 and 24 years,

The Trust reserves the right to cancel the Course booking or remove that Participant from the Course, as appropriate.

8.2 In the event of the Course being cancelled or a Participant being excluded from a Course pursuant to this clause 8, no compensation shall be payable by The Trust to you or the Participant and **you may be liable to pay the cancellation charges** outlined at clause 3. You shall reimburse us for any reasonable costs or expenses arising, whether directly or indirectly, including costs of travel or legal expenses.

## 9. Marketing and promotions

9.1 The information contained on The Trust's website and any other literature ("**Marketing Material**") is provided in good faith and is intended to represent a general picture of our products and services and shall not form any part of this Contract.

9.2 The Trust occasionally employs a professional photographer to take pictures or video recordings of Participants to use in our Marketing Material. If you or any Participant does not wish to appear in any such Marketing Material, please inform us when returning the Participant Information Form.

- 9.3 The Trust may use your written feedback in Marketing Material provided in any form. If you do not wish to be quoted, please inform us when providing feedback.

## 10. Data protection

- 10.1 The Trust is the data controller of personal data processed by The Trust in connection with providing the Course, including such data as The Trust collects directly from Participants. The Trust obtains, processes and retains data in compliance with all applicable legislation, including the Data Protection Act 2018 as amended and the UK GDPR.
- 10.2 The Trust requires certain personal data to be shared by You with The Trust, and The Trust may also need to share personal data with You. Such data sharing shall be done only in accordance with the Client Data Sharing Agreement (ISOD-7-7333) found on our website [www.outwardbound.org.uk](http://www.outwardbound.org.uk). **The Client Data Sharing Agreement forms part of Your Contract with The Trust.**
- 10.3 Schedule 1 to these Booking Terms and Conditions details the types of personal data that may be shared, the categories of data subjects to whom the data relate, and the purposes of processing the data by each party in relation to this Contract. Sharing of personal data not described in Schedule 1 is only permissible in exceptional circumstances, such as where necessary to protect the vital interests of a data subject, and only where lawful.
- 10.4 The Trust will use your information as the booker to occasionally contact you for marketing purposes by post, telephone, email and mobile message. This will enable us to tell you about offers, news and events which we believe may be of interest to you, in line with our legitimate interest. If you do not wish to be contacted by us for marketing purposes please let us know by calling 01931 740000 or emailing [enquiries@outwardbound.org.uk](mailto:enquiries@outwardbound.org.uk). We will not give out your details to external parties that are not linked to The Trust.
- 10.5 For a copy of our Privacy Statement please see our website [www.outwardbound.org.uk](http://www.outwardbound.org.uk)

## 11. Complaints

- 11.1 If you have a complaint during the Course please raise this matter with the Course Instructor or Centre Manager at your earliest opportunity.
- 11.2 If you are unable to raise any issues or complaints during the Course please contact our Customer Services Team in writing at our registered office at your earliest opportunity, giving your booking reference and all other relevant information together with any evidence to substantiate your complaint.

## 12. Our liability

- 12.1 The liability of The Trust, and all warranties, conditions and other terms implied by statute or common law are excluded to the fullest extent permitted by the law.
- 12.2 This Clause 12 sets out the entire financial liability of The Trust (including any liability for the acts or omissions of its employees, agents, consultants and subcontractors) to the Customer in respect of:
- 12.2.1 any breach of the Contract however arising;
  - 12.2.2 any use made by the Participant of The Trust's services; and
  - 12.2.3 any representation, statement or tortious act or omission (including negligence) arising under or in connection with the Contract.
- 12.3 Nothing in the Contract limits or excludes the liability of The Trust:
- 12.3.1 for death or personal injury resulting from negligence; or
  - 12.3.2 for any damage or liability incurred by any Participant as a result of fraud or fraudulent misrepresentation by The Trust.
- 12.4 Save as provided in clause 12.3;
- 12.4.1 The Trust shall under no circumstances whatsoever be liable to the Participant, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for any loss of profit, or any indirect or consequential loss arising under or in connection with the Contract; and
  - 12.4.2 The Trust's total liability to the Participant in respect of all other losses arising under or in connection with the Contract, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall in no circumstances exceed the sum equivalent to the Total Course Fee.
- 12.5 The Trust excludes liability for any sum which can be recovered through the Insurance Cover or any other insurance cover or policy under which the loss can be recovered.

## 13. Your liability

- 13.1 You will be held liable for any acts by you, whether intentional or negligent acts and/or omissions, for causing damage to any property, equipment and assets involved in the provision of the Course including damage caused by any Participant on behalf of whom you have made a booking. This

includes but is not limited to property owned, leased or hired by The Trust and any property of third parties used in the provision of the Course.

#### **14. Notices**

- 14.1 Any notices must be in writing and may be delivered by hand, first class post or e-mail addressed to the recipient at its registered office or to any other address, as notified in writing to the sender by the other party. A notice delivered by hand is served when delivered, a notice sent by first class post is served 48 (forty eight) hours after posting and a notice served by email is served when the email is sent.

#### **15. Severance**

- 15.1 If any court or competent authority finds that any provision of the Contract (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision shall, to the extent required, be deemed to be deleted, and the validity and enforceability of the other provisions of the Contract shall not be affected.
- 15.2 If any invalid, unenforceable or illegal provision of the Contract would be valid, enforceable and legal if some part of it were deleted, the provision shall apply with the minimum modification necessary to make it legal, valid and enforceable.

#### **16. Waiver**

- 16.1 A waiver of any right or remedy under the Contract is only effective if given in writing and shall not be deemed a waiver of any subsequent breach or default. No failure or delay by a party to exercise any right or remedy provided under the Contract or by law shall constitute a waiver of that or any other right or remedy, nor shall it preclude or restrict the further exercise of that or any other right or remedy. No single or partial exercise of such right or remedy shall preclude or restrict the further exercise of that or any other right or remedy.

#### **17. Third party rights**

- 17.1 A person who is not a party to the Contract shall not have any rights under or in connection with it.

#### **18. Variation**

- 18.1 Except as set out in this Contract, any variation to the Contract, including the introduction of any additional terms and clauses, shall only be binding when agreed in writing and signed by The Trust.

## 19. Governing law and jurisdiction

- 19.1 The Contract, and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims), shall be governed by, and construed in accordance with, English law, and the parties irrevocably submit to the exclusive jurisdiction of the courts of England.

### Schedule 1 – Shared Personal Data

The following table describes the Shared Personal Data and the Agreed Purposes for processing the Shared Personal Data in accordance with this Contract and the Client Data Sharing Agreement (ISOD-7-7333).

<b>Types of Shared Personal Data and data subjects</b>	<b>Purposes of processing by You</b>	<b>Purposes of processing by The Trust</b>
Names, ages and genders of expected Participants and Visiting Staff	To manage enrolment and attendance on the Course  To notify The Trust of expected attendees	To allocate accommodation and working groups, and deliver the Course
Names and contact details of relevant members of Your staff and The Trust's staff	To facilitate communication between the Parties	To facilitate communication between the Parties
When necessary: health, behavioural and/or safeguarding information about Participants	To protect the interests of Participants	To protect the interests of Participants

