

# Terms & Conditions

**By making a booking with CYESC, you agree to our terms and conditions.** Please ensure you have read and understood these before making a booking. Acknowledged receipt of a deposit constitutes the start of a contract.

## All Events

### Provision

CYESC provides a fully qualified, DBS checked and experienced team to lead activities. Many of these are full time staff, with some qualified and approved volunteers (most of whom are ex-staff who love to come back to help out). We value training and safety extremely highly and so all our staff have up to date qualifications from the relevant bodies (for example, RYA for sailing, British Canoeing for kayak and canoeing). We adhere to the necessary leader to participant ratios (as defined by the relevant bodies) and try to exceed these where possible.

### Risk Assessments, Operating Procedures and Governing Bodies

For every activity that we undertake, we can provide full Risk Assessments and Operating Procedures for your perusal. CYESC is licensed for activities under the Adventure Activity Licensing Authority and is inspected biannually by them. It is also a Royal Yachting Association recognised Training Centre and a Paddle UK delivery partner centre, and as such, inspected by both Governing Bodies annually. In addition, CYESC receives regular inspections and spot checks by the Health and Safety Executive and Environmental Health Office.

### Accessibility

All activities are physically demanding and require participants to lift, bend, stretch, jump etc. You should ensure you have an adequate level of fitness for the activities here. We recommend that you check with your doctor if any medical conditions or disability may affect participation. CYESC is committed to inclusivity and we are keen to include everyone, therefore we will make every effort to adapt activities for those with a disability or medical condition where required and it is safe to do so.

### Dietary Needs

We will cater for your dietary needs as long as you have informed us of them at the time of booking or at least 2 weeks prior to arrival, using the appropriate section of the booking form.

### Safeguarding

CYESC is committed to the safeguarding of all children and vulnerable adults on site. A clear safeguarding policy is in place, is shared with group leaders and is available on our website. All staff are trained in the relevant procedures and a Safeguarding Officer is appointed who should be informed of any concern.

### Data protection

Photographs and video are sometimes taken by CYESC for publicity purposes. CYESC will always follow the appropriate Data Protection Regulations regarding the use of any photographs. This consent forms part of the booking process.

Personal data is held where there is legitimate interest or we are required to do so by law. Consent may also be given by guests to CYESC to allow subsequent appropriate contact (e.g. mailing regarding future events). This consent is always able to be reviewed by the guest and will always follow the appropriate Data Protection Regulations.

## Your Responsibilities

A safety briefing will be given to all those attending an event at CYESC. Participants are required to comply with that briefing and the rules of the centre during their stay. In addition, during your stay, you are responsible for reading and complying with the safety information displayed around site and in your cabin. Any participants bringing their own buoyancy aids must have them checked by staff prior to using them on the water.

All guests are required to behave responsibly, safely and follow the instructions of CYESC staff. Any inappropriate behaviour may result in guests being required to leave the site. In such instances, no refund is given.

To comply with our lease agreement there must be no amplified music at all played on the back field. Camp fires must be extinguished by 9.45pm. There is a 10pm noise curfew on the whole Cobnor Estate, which CYE is a part of - please ensure we respect our neighbours by avoiding any disturbance after this time.

Smoking is not permitted on site. Alcohol consumption, by adults, is only permitted in a few specific circumstances, and must be in line with our alcohol policy. This allowance is only made by prior written arrangement. CYESC is not licensed and cannot supply alcohol. Under no circumstances may under 18s consume alcohol on site.

We reserve the right to ask guests to leave the site for 48 hours in the event of D&V.

CYE reserves the right to refuse your booking if any information given on the booking form is discovered to be inaccurate.

## Fees and Bursary

We would love to be able to make all events free, but sadly this is not possible. All our fees are subsidised by our supporters and therefore we are able to offer extremely good value. Just ask those who have been before! However, CYESE is committed to inclusion and understand that for some the fees are a barrier to benefitting from the service we offer. Therefore, please do contact us about applying to our bursary, which seeks to fund up to 50% of the fees for those in financially challenging positions, up to 25 years old. A link can also be found on our website.

## Insurance

In the event of you cancelling your booking, we will invoke the relevant cancellation charges as listed. We strongly recommend that you obtain insurance for cancellation, personal accident and, if relevant, organiser's liability, if you have not already done so. See below regarding cancellation charges. Please contact us if you do not have an insurance policy and require additional information. CYESC has comprehensive insurance cover for third party liability risks, but this will not cover cancellation by you or by circumstances outside of CYESC control (i.e.: Force Majeure).

## CYE Events

These are events that CYE plans, organises and runs, and individuals book on to. Bookings are secured when we acknowledge your completed booking form and deposit.

## Christian Content

All our events can be expected to include some Christian content. This is in line with our Charitable Objects and Values, and will always be appropriate for the event. Under no circumstances are guests excluded due to their own beliefs, or required to adhere to Christian practice. At CYESC, we believe that a Christian faith must be a free choice, and we want every person who comes through our gates to know that they are an individual person with unique abilities, thoughts, fears and passions.

## Age Ranges on Events

Our events are designed to meet the needs of the ages identified for the event. There are times when we are able to accommodate children or young people outside of these age ranges onto events, for example when friends or relatives within the age range are also booked on the same event. This flexibility extends to 3 months either side of the age range specified (i.e. you can be 3 months too young or too old). It is not possible however to book on a residential event below age 8 unless the age is specified in the event description.

## Cancellation

- If you need to cancel your booking, you need to do so in writing.
- All deposits are non-refundable.
- If you cancel within eight weeks of the start of the event, 50% of the event costs are due.
- If you cancel within four weeks of the start of the event, 100% of event costs are due.
- If conditions are unsuitable for the safe running of an event or activity, or if circumstances outside of CYESC control mean the event is cancelled, we will endeavour to offer a practical alternative to the advertised event. If this is not possible, we will give a full refund.
- Every effort will be made to run events as advertised. However, we reserve the right to cancel at any time where numbers fail to meet a workable minimum. In such instances, a full refund is given.
- CYESC reserve the right to cancel an event if only one person is booked onto an event, this is in line with our Safeguarding procedures. Participants will be informed 48 hours before the event and offered a full refund.

## Schools and Groups

These are events organised by a school or group (such as a church youth group, a family, charity, etc). For these events there is expected to be a 'group leader' whom CYESC will have as a main contact and who will attend the event. For schools this is likely to be a teacher. Bookings are secured when we acknowledge your completed booking form and deposit.

## Provision

Groups and schools arriving on a weekday morning will need to bring a packed lunch and groups and schools arriving on a Friday evening will need to have had or bring a packed dinner.

There will be an Event Leader (a member of CYESC staff) in charge of all aspects of your stay. They will liaise with you before arrival, greet you on arrival and be there to look after you as you settle in. They will also manage the team during your stay, ensuring your programme meets your needs. Your Event Leader will remain your first port of call throughout your stay, although they will hand over the management of activities to other senior staff members from time to time. There will also be a Duty Staff Member at all times who will be available at night in case of emergency.

## Christian Content

At CYESC, we believe that a Christian faith must be a free choice, and we want every person who comes through our gates to know that they are an individual person with unique abilities, thoughts, fears and passions. The timetable for schools using the Centre will include a Christian assembly / input most days. These are designed to inform those attending about the Christian message in a relevant, exciting and meaningful way, without preaching or being pushy. The detail of these assemblies can be discussed with group leaders/teachers prior to the visit in order to best cater for the individuals in their group. The programme and activities (like assemblies) that we run follow the OFSTED guidelines for helping children and adults engage with their spiritual and moral development.

For non-school groups, the Christian content will be developed according to your group's needs and in discussion with you. Often groups bring their own speaker, and we will assist with facilitating this.

## **Additional Responsibilities**

It is important there is no ambiguity regarding responsibility for members of a group during their visit. Specific details regarding the operation and safety of activities are available in the relevant policy documents. Please note - the term *CYESC Staff* includes approved volunteers working as staff.

All organised activities will be led by suitably qualified and experienced staff, who will follow CYESC policies. These policies are in accordance with Adventure Activity Licensing Authority and other Governing Body recommendations. Activities begin when members of the group are changed and congregate at the agreed meeting area. They end when the activity leader sends the group from the activity to change under the care of the group leader.

CYESC staff will provide group leaders with full support during their stay. A duty staff member is on duty at all times and can be contacted through the night if first aid care is required or if there are any problems with the facilities. The event leader will provide any assistance required to deal with any problem or emergency. Outside of activity sessions, the group leader (i.e. a non-CYESC staff or volunteer) assumes sole charge of the group, namely:

1. During meal times
2. Through the night
3. During free time between activities
4. When the group is changing
5. During games and activities led by the group leader

It is important to note, however, that the group leader and teachers retain ultimate responsibility for pupils at all times, even during activities, when the group is under instruction by a CYE staff member. This is in line with official government advice on managing school trips to activity centres. Please ensure that the group leader has all medication details and next of kin details for each member of the group.

CYESC is committed to providing groups with care, attention and a high quality of activity supervision. Groups can be assured of our full attention during their event.

## **Emergency Procedures**

If you discover an emergency situation, please ensure that the event leader or duty staff member is informed as soon as possible (for during the night, phone extension 232 from the ship). This includes all injury or illness. Even if you are first aid qualified, we would ask that you contact us about treatment or action. All of our full time staff are First Aid trained and all injuries must be recorded in our incident book. A number of First Aid kits are situated around the site including the ship and briefing room.

## **Timings**

For weekday bookings the Centre is available from 11 am on the first day until 2 pm on the last day.

For weekend bookings the Centre is available from 7pm on Friday until 4pm on Sunday.

Please contact the Centre at an early stage if you require anything outside of these times.

## **Group numbers**

From January 2025 minimum group numbers are 26, unless otherwise agreed in writing. Final numbers must be agreed in writing at least 12 weeks prior to the start of the event. This is to ensure the event is staffed appropriately and meets the high standard we expect.

We understand it is possible for some places not to be taken up at the last minute (for example, due to ill health). As such, an adjustment of 1 in 10 paying places based on agreed final numbers will be considered, at the discretion of CYESC. Equally, we understand some additional places may be needed at short notice. We will try to accept these; however, it may not be possible to accommodate significant increases in numbers within 12 weeks of the start of the event. Please note, any changes to group numbers, medical or dietary information within 10 working days of the event may incur an additional charge of £20/place affected.

The maximum number of guests who are able to sleep on the ship is 50, however we can add an additional 4 camp beds to increase capacity to 54. Beyond this, we would need to discuss the option of camping on our field.

### **Cancellation charges**

- If you need to cancel your booking, you need to do so in writing.
- All deposits are non-refundable.
- If you cancel within 8 weeks of the start of the event, full fees are due, based on agreed final numbers.
- If you cancel between 8 and 12 weeks of the start of the event, 60% of the total event fee is payable based on a minimum of 26 paying places.
- If you cancel between 12 and 16 weeks of the start of the event, 40% of the total event fee is payable based on a minimum of 26 paying places.
- Above 16 weeks prior to the start of the event, the non-refundable deposit is retained by CYESC.