

# South West Lakes Trust and South West Lakes Ltd

## Camping COVID-19 Terms and Conditions

Booking process:

**Individual bookings** can be made via our website or by phone

**Group bookings** must be made direct with the relevant activity centre or campsite.

In the case of group bookings, the person making the booking will be regarded as the Group Leader and they, or their organisation, will be responsible for all payments due in respect of the group booking.

- All bookings made within 6 weeks of the event must be paid in full at the time of booking.
- A booking is considered provisional until a completed booking form and either deposit or full payment is received. An e-mail and electronic invoice will be sent to you as confirmation of the booking.
- Joining instructions will be sent to you when we receive full payment.
- For bookings made more than 6 weeks prior to the event, a 20% non-returnable deposit must be paid and the balance paid in full no later than 6 weeks prior to the start date. We reserve the right to cancel your booking and retain your deposit if the full balance is not received 6 weeks before your event.
- Any amendments made to bookings more than six weeks prior to start date will be reflected in the final bill. If numbers are reduced after this time no reductions will be made to the fee, however, if numbers are increased and can be accommodated, the bill will be adjusted accordingly.

Cancellations:

We recommend that you take out insurance to cover yourself or your group against loss or damage to personal possessions, unavoidable cancellations or personal accident or illness beyond your control.

Amendments can be made up to 7 days before arrival date.

If we are unable to operate our campsites during your booked stay due to any government restrictions then we will offer you a full refund.

Safety and security

**All instructions provided by our staff must be followed** to ensure your safety and enjoyment.

All **vehicles are parked at owner's risk** and no liability is accepted for loss or damage to vehicles or contents. **No liability is accepted for loss or damage of personal belongings** including (without limitation) wallets, spectacles, clothing, etc.

Areas of responsibility

Visiting group leaders are responsible for the conduct and safety of their party whilst visiting our sites and activity centres. They must ensure their group adheres to all instructions given by our staff, the current code of conduct and reservoir safety regulations. In all cases, and throughout the visit, the group leader remains the in loco parentis for the children within their group.

Insurance

SWLT and SWLL hold public liability insurance for accidents where the organisation is legally liable

Any **use of private equipment at our sites requires the owner to hold an adequate policy of public liability** insurance in respect of any craft to a minimum of £2 million for any single incident. It is the owner's responsibility to maintain this for the whole period

Any **businesses or organisations visiting our site must provide SWLT or SWLL with a certificate of public liability insurance** to a minimum of £2 million any one claim. Additionally, where undertaking activities or structured events, relevant risk assessments and any licenses must also be supplied prior to the booking.