



## Outreach Activities

### Booking Terms and Conditions 2019-2021

#### Booking Form

In order to confirm your booking, your Booking Form should be signed by your Head Teacher/ Senior Manager who has the authority to formally accept the Arthog Terms and Conditions and enter into a contract with Telford and Wrekin Council.

#### Deposit and Cancellation Policy

The booking form will constitute a legally binding contract, and a cancellation prior to the course will incur a cancellation fee as described below. A deposit invoice will only be issued in the event of a cancellation, there is no requirement for advance deposit payments.

- Cancellation prior to 3 months of the course start date may incur a fee of 25% of the value stated on the booking form
- Cancellation after 1 month prior to the course start date may incur a fee of 100% of the value stated on the booking form.

#### Cancellation by Arthog Outreach

- If Arthog Outreach cancels a course due to unforeseen events, or events outside of its control, then alternate dates, or a refund will be offered.

#### Planning your programme

The Course Leader is invited to meet with or liaise with of our team to discuss their course requirements, and to identify any specific needs.

This could be particularly useful for groups visiting for the first time, or for a new Course Leader.

Before meeting us, you could familiarise yourself with the adventure and environmental activity options on the website and any special or complex needs for pupils that may be in your group. We will also be interested in any desirable Learning Outcomes or Developmental Targets you may have as well as any potential subject/ topic links.

#### Prior to your course dates

- Follow guidance notes for using Arthog Outreach and continue close liaison to ensure any changes necessary due to the weather or individual needs are met.
- Evidence of consent and appropriate medical/ behavioural information on all members of the group must be given to Arthog staff on the day, (we will hold this in line with our GDPR policy)
- **Failure to provide this can cause Arthog Outreach to cancel the day at full cost to the client**

**Payment:** the organiser will be invoiced at the end of courses or each half term period.

**Rules:** There are simple rules to ensure everyone's safety and well-being. Failure to follow rules may result in a participant being removed from activities.

**Damage:** Deliberate damage to Arthog equipment will have to be paid for.

**Liability:** Telford and Wrekin Council carries appropriate insurance to cover claims arising from its negligence or that of its employees. It is under no obligation whatsoever in respect of personal injury or loss.

**Broadcasting and websites:** No organisation or individual may grant broadcasting rights without prior written consent of the Head of Centre.

**Risk Management Summary:** Covers all relevant evidence of policies and procedures required



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### Special Notes

#### Activity group sizes

- Adventure Activity groups are usually up to a maximum of 12 participants with one Instructor and one accompanying member of staff.
- Smaller or larger groups and different ratios may be necessary for certain participant dispositions or activities but should always be agreed with Outreach management first.

#### Transport

- Minibus transport can be included as part of the booking for and between activities. It can also be offered as a collection and return service from your school or meeting place. Details should be agreed on your booking form.
- The Course Leader is responsible for risk assessing the journeys when not using our transport. Please refer to your Educational Visits Guidance.

#### Insurance

Course Leaders may choose to have appropriate insurance in place in the event that the school can no longer attend a particular course or there is a reduction in numbers after the final invoice has been issued. (Please see Arthog Deposits and Cancellation policy above).

**Food:** Is not generally provided. If a Visiting Group specifically requests food then this can be provided for a supplementary fee and this will be added to the course cost. This must be ordered in advance.

**Residential Requirements:** We do not have our own accommodation so any that we arrange will come with its own terms and conditions which we will abide by and pass onto you as the client. We will always endeavour to meet your requirements for accommodation. The final arrangements will be dependent on the number of schools on site, and the gender split.

#### Overnight supervision adult to young people on residential (all ages):

- Usually 1:10 in line with T&W and Shropshire Education Visit Guidance.
- Ideally a minimum of 4 staff will be available to allow pairs to deal with situations
- All supervisors must be over 18 years old with DBS checks in place.
- We can provide 24 hour duty of care, including first aid. This may come at an additional cost if required, the Night Attendant resident overnight will attend to any domestic/building issues and provide a first point of contact in an emergency or other unforeseen event.
- The management and supervision of the children and young people during down-time or during self-led activities remains the responsibility of the school, and should be risk assessed by the Course Leader.

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