

Thurrock Council

Grangewaters Outdoor Education Centre terms and conditions

All children and young people under the age of 18 years-old must have a completed parental consent form.

It is the duty of the group leader to ensure that emergency contact and medical details for each participant are included on individual forms and that a summary form detailing every participant is submitted to Grangewaters staff on arrival at the centre.

Group leaders should note that in the interests of health and safety, failure to complete and return the required forms may result in exclusion from any sessions booked.

Advance payment

All visits to the centre must be pre-paid.

Activity and residential bookings require a 10% non-refundable deposit upon booking. Payment in full must be made no later than 70 days prior to first day of visit.

Cancellation

If a booking is cancelled or the number of participants is less than the number booked, the appropriate cancellation fee will be charged – as shown below – immediately and any deposit will be retained as part payment of the cancellation fee.

Notification of cancellation	Percentage of total fee due
8 weeks in advance	50% of fee withheld
6 weeks in advance	75% of fee withheld
Less than 6 weeks	100% of fee withheld

Refunds

Full refunds will be made when 3 or more months' notice in writing has been given. Such refunds are to be granted at the discretion of Grangewaters management.

Variation or cancellation by Grangewaters

In the event of unsuitable weather or water conditions or unavailability of staff, activities may have to be cancelled at short notice. Such activities may be changed, rescheduled where possible or a full refund given.

Grangewaters may, if conditions are unsafe, change activities. Such decisions are within the centre's discretionary power.

Medical

Grangewaters requires details of any medication or medical condition that may affect your safety during activities. Please ensure that all participants bring any required medication. Activity exclusions may apply if the centre has concerns over individual safety.

Alcohol and drugs

Clients will not be allowed to join activities if, in the opinion of the instructor in charge, they are under the influence of alcohol or drugs.

Reasonable grounds for suspicion will justify exclusion from the activity session.

Property

All personal effects are clients' own responsibility at all times. Clients are advised not to leave personal effects in toilets or changing rooms. Lost property will not be held for longer than 1 week.

Risk

Clients take part in activities at their own risk. It is the responsibility of the group leader to inform parents, guardians or participants that safety is always paramount at Grangewaters, but it must be appreciated that an element of risk is inherent in adventure.

Parents, guardians and participants in these activities should be aware and accept these risks and be responsible for their own actions and involvement. Grangewaters risk assessments can be found on the website. Grangewaters holds public liability insurance but clients are advised to provide their own personal accident/loss insurance cover.

Behaviour

Grangewaters may exclude any person who fails to comply with reasonable directions given by the instructor in charge or other staff at the centre.

Arrival procedures

Please report your arrival to reception and sign-in. You may be asked to complete certain administrative forms prior to your visit and/or on arrival at the centre. The request for certain information is to enable the centre to enhance equal opportunities provision.

You/your group will be given a welcome talk and safety brief which will include site rules, safety and general information regarding your visit.

You/your group will be advised where to change and be issued with all necessary equipment. You/they will be told where to report for the activity.

Please ensure that your group adheres to Centre rules and regulations and care is taken of accommodation, facilities and equipment. We reserve the right to seek damages from you if Grangewaters property is wilfully damaged.

Group leader responsibilities

Children and young people remain the responsibility of leaders at all times whilst on site. Where ratios allow and at instructors' discretion, leaders can be invited to take part in activities. As a leader you are responsible for ensuring all Grangewaters site rules are adhered to by your group.

It is not possible for our staff to supervise your groups in the changing rooms. We ask you to do this at the start of the session, at change over times, and at the end.

Our staff will take responsibility for you/the group from their individual activity briefing until they dismiss the group at the end of the activity. Anyone refusing to adhere to instructions or take part in the activity will become the responsibility of your staff.

A responsible adult is required to stay on site. Your staff will be responsible for your group during breaks from activity.

Pre-arrival briefing

Group leaders are advised to pay particular attention to areas covered below as adherence to the guidance will enhance the quality of your group's Grangewaters experience.

Area	Guidance
Clothing	Make sure you/they have sufficient layers of appropriate clothes and a change of dry clothes. For watersports, participants will wear a wetsuit in adverse weather conditions and will need a swimsuit or shorts to wear underneath. It is advisable to wear layers on top of the wetsuit in colder weather. Soft shoes/trainers must be worn at all times.
Water hygiene	Any cuts or open wounds should be covered to prevent the possibility of cross-infection via the water. We advise: <ul style="list-style-type: none">• against drinking the lake water, even though it may appear very clean• to wash hands and face before eating• to shower after taking part in water activities
Road safety	The driveway and car park are public access roads. Please remind your group to stay off the roads until directed onto them by a member of staff.
Belongings	Do not leave belongings in the changing room. It is best to leave them in your vehicle, although no guarantee can be made for their safety. If that is not possible, we will do our best to find a place as safe as possible but the centre does not accept responsibility for any loss or damage to belongings in such a place.
Damage or loss	The cost of making good any damage to and/or loss of equipment or structures resulting from the carelessness of any member(s) of the group shall be charged to your organisation.

Health and safety

Please place all rubbish, including sweet wrappings, in the bins provided. If bins are full, please inform reception. Black sacks can be placed in large refuse bins in the car park.

If you notice any hazards – for example, broken glass – please report this to a member of Grangewaters staff immediately.

Disposable barbeques are **not** allowed to be used anywhere on the site. If you would like to use a barbeque, please book this in advance free of charge from Grangewaters. There will be a small charge for charcoal.

Working groups

We usually work in groups of 10, though this may vary for operational reasons. We will do our best to advise you in advance of group sizes into which you need to split your people.

We will try to advise where there are options. Unfortunately it is not always possible to do this in advance.