2026 Terms and Conditions

Blackwell Adventure

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Terms and Conditions

DEFINITIONS

"You the customer" a person, group, school, college, company or business buying products or services from Blackwell Adventure.

"Blackwell Adventure (Blackwell Adventure, us, our)" the service or product vendor as identified on your invoice.

"Booking Confirmation" acknowledgment of a service, product or campsite ordered by you, sent to Blackwell Adventure.

"Charge(s)" as outlined within our Fees current Charges Schedule.

"Services" means the services as described in our Charges Schedule or otherwise agreed in writing between the parties.

"Service Provider" Blackwell Adventure or its authorised service providers.

BOOKINGS

Bookings can be made by calling or emailing our customer service department. Once details have been agreed, provisional bookings will be held for 30 days. To confirm the booking, please read through the 'Booking Pack' and pay your deposit by the date on your letter. By paying your deposit, you are therefore agreeing to the terms and conditions. On booking, we will write to you with the relevant timescales and a request a 25% deposit.

For bookings made where the event will be happening within 30 days, full payment must be made upon booking and written confirmation you are agreeing to the terms and conditions.

Blackwell Adventure reserves the right to cancel or move any bookings if there are reasons beyond our control, please see cancellation section.

ARRIVAL AND DEPARTURE PROCEDURE

WEEKENDS	Friday 17.00 Arrival – Sunday 15:00 Departure
MONDAY – WEDNESDAY	10:00 Arrival – 12:45 Departure
WEDNESDAY – FRIDAY	13:00 Arrival – 16:00 Departure
SCHOOL HOLIDAYS 'OVERNIGHT STAYS'	14:00 Arrival – 12:00 Departure

You must book in advance pre pitching.

If groups arrive before or after the agreed times without authorisation, extra charges may be incurred, as this may impact other groups.

Please be aware we will ask for you to vacate from the bedrooms / sleeping area of your accommodation by 10.00am on the morning of your departure to enable us to start the cleaning process.

PAYMENTS

SCHOOLS, STANDARD YOUTH GROUPS AND CORPORATE BOOKINGS

When you book, you must pay a deposit of 25% within 30 days of booking. If you book within 30 days of your planned arrival, then you must pay in full. 30 days before you arrive, you must pay the full balance. Number changes must be done before final payment is made.

BIRMINGHAM SCOUTS, SCOUTS, GUIDES & VOLUNTARY ORGANISATIONS

When you book, you must pay a deposit as per the timelines stated on your confirmation letter, usually 30 days. Payment needs to be made in full at least 7 days before the event, number changes for camping or accommodation can be made at this point. For reduction on activities, please see cancellation section.

FAMILY AND BIRTHDAY PARTIES

A deposit of 25% will be taken for bookings where the event is happening 30 days or over. Payment in full needs to be made before arrival. If your booking is made within 14 days of the event, full payment will be taken.

- **We accept payment by debit card, cheque, or BACS (Sort code 20-84-13 Account number 90959545). Please put booking ref or group name when paying by BACS.**
- **Cheques should be made payable to Blackwell Adventure.**

If payment is not made within timescales, interest may be charged on accounts outstanding after the due date at £30 or 3% of the balance per month.

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CHANGE OF NUMBERS AND CANCELLATION POLICY

Cancellations or changes to your booking must be notified in writing or by email.

If you reduce your numbers for activities or residential programmes by over 10%, the below cancellation policy will apply for those numbers reduced. Camping numbers can be changed by 10%, up to 7 days before arrival. Instructor led activities will be charged, if reduced, based on the below timescales and percentages. No refunds can be issued and therefore once the balance has been paid, this will lock in those numbers.

CANCELLATION TIMESCALE (WITHIN VISIT DATE)

The fee is based upon how long before your booking you tell us you want to cancel and is a percentage of the total price of your booking

- **30 DAYS** Full fee due
- **30 TO 60 DAYS** 50% of full amount
- **60 DAYS PLUS** Loss of non-refundable deposit

Your deposit is non-refundable. If we cancel your booking, except where it is because you have not paid, in circumstances beyond our control we will endeavour to provide mutually acceptable alternative dates.

DAMAGES AND BREAKAGES

Any damage must be reported to a member of staff. Damage to any equipment, fixtures or fittings caused wilfully or through misuse will incur a repair charge to the group or to the individual responsible.

A cleaning fee will be added to your invoice if the accommodation or building is left in an unreasonable state. If on arrival you have any queries regarding the cleanliness please report it to a member of staff.

OTHER GENERAL TERMS

Group Leaders are responsible for the general conduct and wellbeing of the group members throughout your stay and should always act 'in loco parentis'.

Group Leaders are also responsible for all first aid and need to hold a relevant first aid qualification. Should an incident occur a member of the centre staff should be informed.

Please take all reasonable steps to minimise disturbance to other guests. All groups must be quiet and back in their allocated areas by 22.00.

DATA PROTECTION

Please refer to our GDPR policy which can be found on our web site: https://www.blackwelladventure.co.uk/helpful-information

SAFEGUARDING POLICY

Your group or organisation must have an appropriate safeguarding policy in place. If you are a corporate customer or family group coming to us for a day visit, this does not apply.

Should a safeguarding issue or concern arise, it is the group leader's responsibility to report this to a duty manager.

We may from time to time take photos of young people on our activities, which then maybe used on our web site or for publications. If you do not wish for any young people to be photographed, please let us know.

Safeguarding policy can be found on our website: https://www.blackwelladventure.co.uk/helpful-information

MEDICAL AND DIETARY DECLARATION

If you have a medical condition or illness, you must inform us prior to your visit.

We strongly recommend anyone with a medical condition e.g. epilepsy, heart condition, pregnancy etc. also to check with their doctor and the centre before making a booking. You must also advise us of any physical disability or dietary requirements of which we should be aware.

SAFETY AND RISK MANAGEMENT

All activities are assessed for risks and reviewed regularly. Specialist equipment is provided and fit for purpose. All equipment is checked regularly and inspected as part of our centre safety systems and risk assessments and a H&S overview letter can be found on our website: https://www.blackwelladventure.co.uk/helpful-information

OTHER POLICIES

The following policies can be found on our website: https://www.blackwelladventure.co.uk/helpful-information

- Complaints procedure
- CCTV policy