



## Booking Procedure & Terms & Conditions

### How to Book

- **Check availability** by contacting the booking team on 01899 221115 or [info@soec.org.uk](mailto:info@soec.org.uk). The earlier you book the better chance you have of getting the dates you want.
- At this stage you should **make a provisional booking** and we can then advise you if other groups are showing an interest in the same dates. Having some flexibility with dates will help during busy times. Provisional dates will be held for **30 days**. A booking form along with our Safety Policy & Procedures and Catering & Health form will be sent to you.
- **Confirm your booking** by completing the booking form as soon as possible and pay your deposit. Please return the booking form within **4 weeks**. The deposit is £30 per person (excluding VAT). We will invoice you for your deposit which must be paid within 30 days to secure the booking. Dates are not secure until the deposit is paid. Our prices are reviewed annually and we will let you know if this affects a future booking.
- Deposits are non-refundable.
- Camping and Day Visit Groups or those booking shortly before their arrival date will be invoiced in full on receipt of the booking form. Full payment is required in advance of the date you are due to arrive.
- If your programme requires further discussion, we will contact you around 4-6 weeks in advance of your visit.
- **Changes to a confirmed booking**

We know that group numbers can change. Any proposed changes to the booking after the form is submitted (composition of the group, programme, numbers etc.) must be notified to Head Office in writing, and accepted by SOEC Ltd in writing before the visit takes place. Approval of changes will be subject to availability and/or resource. Whilst we will make every effort to accommodate changes, it may not always be possible. If your numbers decrease, you will be liable for an appropriate cancellation fee.

### How to Pay

- We will send you an invoice for the balance of your account 6 weeks prior to your visit.
- If additional charges are incurred a further invoice will be sent following your visit. Additional charges are likely to be for additional visitors or sundry items which have not

Scottish Outdoor Education Centres Ltd

Registered in Scotland No: 414494

Registered Office: Loaningdale House, Biggar ML12 6LX

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been covered previously. They may include souvenirs, damages, additional meals and any final adjustments.

- Payment terms are 30 days. Payment can be made by BACS transfer or cheque. Cheques should be made payable to SOEC Ltd. For BACS payments bank details are: **Clydesdale Bank    Sort code: 82-20-00    Account No: 80068767**

## **Cancellations**

- If you cancel your booking 30 days or less before your arrival you are liable for the full cost. Contact us as soon as possible and confirm the cancellation in writing.
- If we can find an alternative group of your size, to take your place, the cancellation charge may be reduced.
- We recommend you obtain appropriate insurance cover for your visit.

## **Customer Responsibilities**

If you experience problems in relation to your booking or visit please contact our Bookings Team or Centre Manager immediately so we have the opportunity to take corrective action. We take customer care seriously and will undertake to take action to address any problems. However we cannot accept liability for any complaint which is not notified to us in writing within 14 days of the conclusion of your visit.

## **SOEC Responsibilities**

SOEC accepts responsibility for ensuring that its undertakings to you are fulfilled in a proper and professional manner except where failure to do so is a result of an action or omission on your part or as a result of unforeseeable or unavoidable events or actions of third parties or is beyond our reasonable duty of care.

Our financial liability to you will not exceed the full cash value of the payments you have made to us other than legitimate claim on our insurers.

We aim to get it right and safety is always paramount. However there are times when programmes may need to change due to weather and operating considerations. In the unlikely event of SOEC having to cancel a confirmed booking every effort will be made to offer an acceptable alternative. If this is not possible a full refund will be provided and no further claim or consequential costs will be accepted.

SOEC is committed to protecting and respecting your privacy and any personal details you may have provided us with in relation to your booking. See our privacy policy for further details.

## **Self-led Programmes**

Under Adventure Activity Licensing Regulations we are required to satisfy ourselves that Groups based in our centres undertaking outdoor activities under their own leadership are operating to Adventure Activity Licensing Services standards.

Such Groups will be asked to submit details of their proposed programme and their staff's qualifications to SOEC for approval prior to the start of their visit and must agree to adhere to the strict terms of any approval given.

SOEC reserves the right to disallow any activity which, in our opinion, may have unacceptable safety implications for the Group.

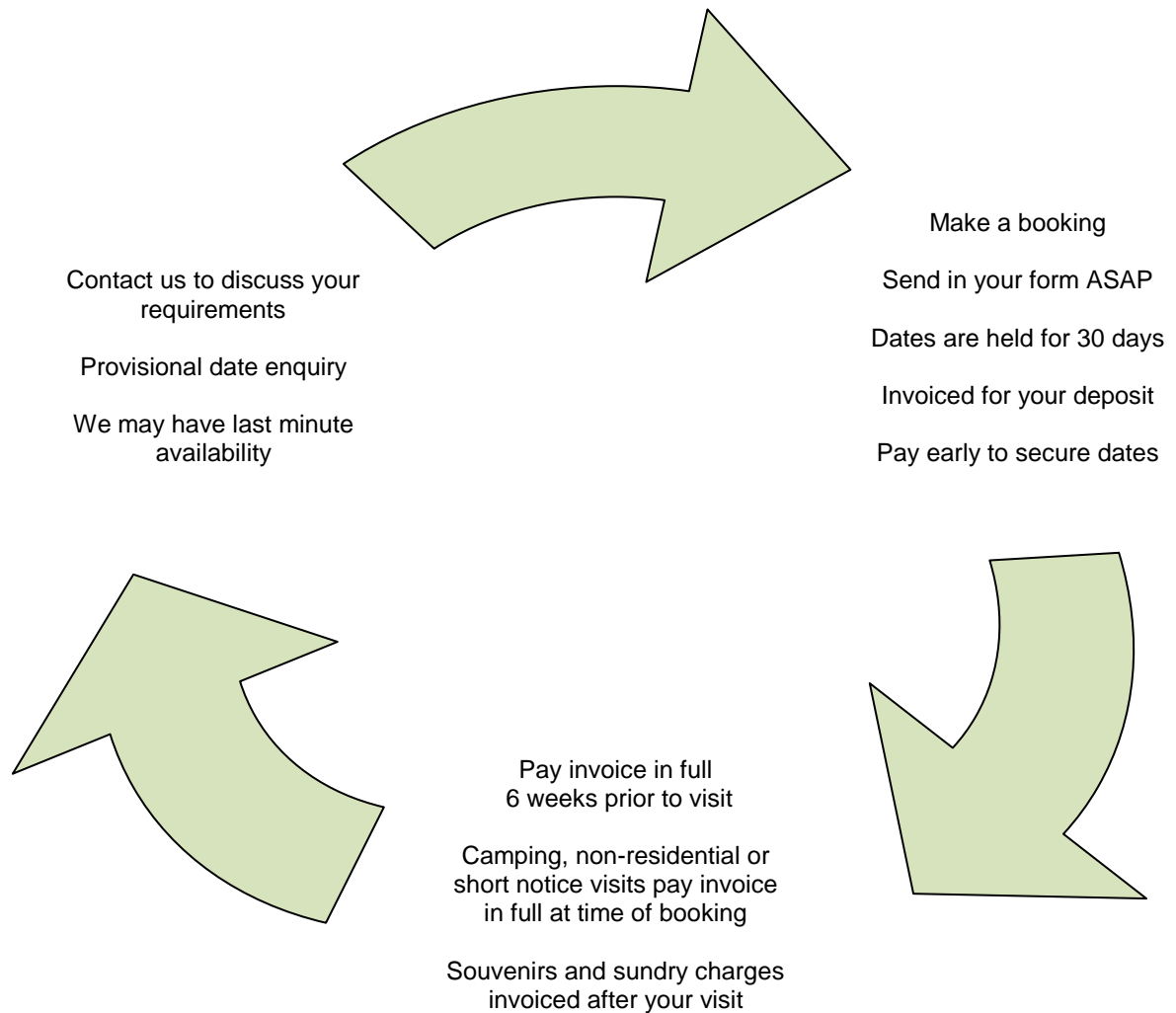
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## SUMMARY OF BOOKING & PAYMENT PROCEDURE



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We want to hear from you.

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