



BOOKING TERMS AND CONDITIONS

Please take time to read our terms and conditions carefully. Your booking form creates a contract with SOEC Ltd, a wholly owned subsidiary of the registered charity Scottish Environmental & Outdoor Education Centres Association, charity number SC002278. SOEC Ltd is registered in Scotland 414494. These conditions set out the respective rights and requirements of each party. References to the Group Leader refer to the named person on the form who is responsible for organising the visit. The terms also include all persons on whose behalf the booking is made or any other person to whom a booking is added or transferred.

By making a booking you are agreeing on behalf of the group that you:

- Allow SOEC to use personal data required for the purposes of the booking in line with our privacy and GDPR policies.
- Accept financial responsibility for payment of the booking on behalf of the persons included in the booking.

1. Booking Contract

- 1.1 The booking form must be signed by the Group Leader, or organiser, who by doing so confirms they have the authority of Group Members, or where appropriate, their parents or guardians, to enter into this contract on their behalf subject to the terms and conditions detailed.
- 1.2 You are in agreement with the terms and conditions of this contract and the contract with SOEC is at the exclusion of all other terms and conditions.
- 1.3 The contract between SOEC and the Group or individual named on the booking form starts as soon as we have received your completed booking form.
- 1.4 By signing this contract you accept on behalf of each participant and agree to comply with SOEC procedures and accept the authority of SOEC staff in relation to activities.

2. Costs

- 2.1 Dates will be held provisionally without cost for up to 4 weeks (or other mutually agreed date). If we do not hear from you within the agreed timeframe the dates will be released. This will be confirmed to you by our Booking Team in writing by email.
- 2.2 Your booking is not confirmed until we receive your completed Booking Form which should be signed and returned by the agreed date.

SOEC-t&c-2025

Scottish Outdoor Education Centres Ltd

Registered in Scotland No: 414494

Registered Office: Broomlee Centre, Station Road, West Linton EH46 7BU

SOEC Ltd is a wholly owned subsidiary of Scottish Environmental & Outdoor Education Centres Association
a Scottish Charity SC002278 and social enterprise – Registered in Scotland No 24950

- 2.3 Please present any purchase order numbers at the time of the booking.
- 2.4 Prices will be confirmed at the time of enquiry and confirmed on the booking form. The booking form will indicate what is included in the price.
- 2.5 You will be required to pay the amounts shown in the payment schedule in relation to your visit. If payments are not received according to the payment schedule, SOEC reserves the right to cancel the booking.

Residential Groups

Action	Timeline	Payment terms
Provisional dates held	As discussed with SOEC staff.	nil
Return booking form to confirm booking including a PO Number where applicable.	Agreed timeframe – usually within 4 weeks of issue of booking form.	
Invoice for £25.00 per head plus VAT will be issued by SOEC.	On receipt of booking form.	30 days from invoice date
Invoice for 60% of visit will be issued by SOEC based on final numbers.	8 weeks in advance of visit.	30 days from invoice date
Final settlement invoice, where required, will be issued by SOEC.	Following visit.	30 days from invoice date

Camping Groups

Action	Timeline	Payment terms
Provisional dates held	As discussed with SOEC staff.	nil
Return booking form to confirm booking including a PO Number where applicable.	Agreed timeframe – usually within 4 weeks of issue of booking form.	
Invoice for 60% of visit will be issued based on final numbers.	8 weeks in advance of visit.	30 days from invoice date
Final settlement invoice where required will be issued by SOEC.	Following the visit	30 days from invoice date

Day visits/Facility Hire

Action	Timeline	Payment terms
Provisional dates held	As discussed with SOEC staff.	Nil
Return booking form to confirm booking including a PO Number where applicable.	Agreed timeframe – usually within 4 weeks of issue of booking form.	Nil
Invoice for total amount of visit will be issued based on final numbers.	8 weeks in advance of visit	30 days from invoice date
Day visits/facility hire require to pay 100% of cost in advance of the booking.		

Summary:

- 4 weeks of return of booking form or other agreed date you will be invoiced for booking fees
- 8 weeks prior to the visit you will be invoiced 60% of the visit based on the number of participants indicated on Booking Form Part I (all groups) and Booking Form Part 2 (residential groups only).

SOEC-t&c-2025

Scottish Outdoor Education Centres Ltd

Registered in Scotland No: 414494

Registered Office: Broomlee Centre, Station Road, West Linton EH46 7BU

SOEC Ltd is a wholly owned subsidiary of Scottish Environmental & Outdoor Education Centres Association
a Scottish Charity SC002278 and social enterprise – Registered in Scotland No 24950

- 2.6 Where **Booking Form Part 1** or **Booking Form Part 2** are not received by the agreed date, SOEC reserves the right to cancel the booking and release the date to another group.
- 2.7 Any additional charges incurred will be invoiced after the visit. Additional charges may include, but are not limited to, additional visitors, additional meals, outdoor activities (outwith those previously agreed), souvenir items.
- 2.8 Any damage to SOEC property will be charged for. This will be discussed/indicated to you. This will be done where possible before you leave the Centre.
- 2.9 Payment to SOEC may be made by bank transfer or cheque. Bank details are provided on invoices. SOEC does not accept cash as payment for invoices.

3. Cancellations and amendments to bookings

- 3.1 SOEC reserves the right to cancel a booking up to and including the day of the booking. In the extremely unlikely event of SOEC having to cancel your 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.
- 3.2 If you need to make amendments to your booking or alter group numbers (either up or down), this should be confirmed in writing on Booking Form Part 2 (update of numbers) which is issued to residential groups. For all changes outwith this timeframe please email info@soec.org.uk. All changes will be acknowledged. Whilst SOEC will make every effort to accommodate changes or additions, please note that it may not always be possible to accommodate increased numbers, due to capacity.
- 3.3 Cancellations must be submitted in writing to info@soec.org.uk. Cancellation charges will apply as undernoted. In the event you seek to cancel the whole group/booking, SOEC will offer you the ability to transfer the booking to another date.

3.4 Whole Group cancellations/Reductions in numbers

Cancellation Date - Residential visits	Cancellation charge
Residential Groups Date of booking until invoice for booking fees is issued by SOEC Camping Groups From date of booking until invoice is issued by SOEC Facility Hire From date of booking until invoice is issued by SOEC	Cancellation fee - no charge
Residential Groups From 8 weeks until arrival date	Booking fees are forfeit at £25.00 + VAT per person plus 60% of cost of the whole visit
Camping groups From 8 weeks prior to visit	60% of the cost of the visit.
Day Visits	

SOEC-t&c-2025

Scottish Outdoor Education Centres Ltd

Registered in Scotland No: 414494

Registered Office: Broomlee Centre, Station Road, West Linton EH46 7BU

SOEC Ltd is a wholly owned subsidiary of Scottish Environmental & Outdoor Education Centres Association
 a Scottish Charity SC002278 and social enterprise – Registered in Scotland No 24950

From 8 weeks prior to the visit	£10.00 + VAT per person
Facility Hire 7 days or fewer before visit where room hire only. Where costs have been incurred, e.g. catering	Postponement – no charge 100% of all incurred costs.

4. Insurance

- 4.1 SOEC Insurance does not cover the cost of cancellation of your visit to our Centres. All visitors should ensure they have their own appropriate insurance cover in place at the time of the booking.
- 4.2 In the event you cancel your booking, cancellation charges will still apply and you should check they are recoverable through your own policy.

5. Your Responsibilities

- 5.1 Group Leaders are responsible for ensuring all relevant information is passed to SOEC in advance of the visit including dietary and medical needs. Group Leaders act in *loco parentis* for their visit – see **Health & Safety for Group Leaders** document.
- 5.2 If you experience problems in relation to your booking either prior to or during your visit, please contact our approachable Bookings Team or Centre Manager (or depute) immediately so that we may take corrective action. We take our customer care responsibilities seriously and will take action to address any problems. Please note that we cannot accept liability for any complaint which is not notified to us in writing within 14 days of the conclusion of your visit – see **complaints policy** for further information.
- 5.3 Group Leaders are responsible for ensuring that participants are fit and well prior to arrival at the Centre. Due to the nature of our accommodation, it is important that visitors have not experienced any symptoms of illness including vomiting, diarrhoea (for at least 48 hours) prior to the visit.
- 5.4 Group Leaders are responsible for the behaviour of their group. Where a Centre Manager deems behaviour is not acceptable, the participant or group may be asked to leave the Centre. This will be at your own cost. The full cost of the visit will be chargeable and you will be liable for any additional costs e.g. additional travel costs or damage.

6. SOEC Responsibilities

- 6.1 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.
- 6.2 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.
- 6.3 SOEC will deliver your programme in line with agreed outcomes, weather and operating considerations, and reserves the right to change any programme in order to operate safely. In the very unlikely event of SOEC having to cancel a confirmed booking every effort will be

SOEC-t&c-2025

Scottish Outdoor Education Centres Ltd

Registered in Scotland No: 414494

Registered Office: Broomlee Centre, Station Road, West Linton EH46 7BU

SOEC Ltd is a wholly owned subsidiary of Scottish Environmental & Outdoor Education Centres Association
a Scottish Charity SC002278 and social enterprise – Registered in Scotland No 24950

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.

- 6.4 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.

7. Force Majeure

- 7.1 SOEC shall not be liable for any failure or delay in performing its obligations under the Contract to the extent that such failure or delay is caused by a Force Majeure Event. A Force Majeure Event means any event beyond a party's reasonable control, which by its nature could not have been foreseen or was unavoidable. This includes but is not limited to strikes, lock-outs or other industrial disputes (whether involving its own workforce or a third party), failure of energy sources or transport network, acts of God, war, terrorism, riot, civil commotion, interference by civil or military authorities, national or international calamity, pandemic, armed conflict, malicious damage, breakdown of plant or machinery, nuclear, chemical or biological contamination, sonic boom, explosions, collapse of building structures, fires, floods, storms, earthquakes, loss at sea, epidemics or similar events, natural disasters or extreme adverse weather conditions, or default of suppliers or subcontractors.

8. Activity Programme

- 8.1 Our Centre Team will contact you regarding SOEC Tutor programme input in advance of the visit (this is normally within one month of arrival).

9. Self-led Programmes

- 9.1 We recommend that if you are running outdoor or other activities as part of your own programme with your own staff, you have the relevant risk assessment and insurance in place.

Any questions regarding the terms and conditions, should be directed to the Booking & Administration Team (info@soec.org.uk) or 01899 221115.

SOEC-t&c-2025

Scottish Outdoor Education Centres Ltd

Registered in Scotland No: 414494

Registered Office: Broomlee Centre, Station Road, West Linton EH46 7BU

SOEC Ltd is a wholly owned subsidiary of Scottish Environmental & Outdoor Education Centres Association
a Scottish Charity SC002278 and social enterprise – Registered in Scotland No 24950