

Terms & Conditions of Booking

Reservation Information

To secure a reservation, either book online or phone reception to confirm availability. Full payment is required at the time of booking to secure your tipi dates.

*Please see our Cancellation Terms regarding cancellation and refunds.

Hire Conditions:

The person (Organiser) booking with South Cerney Outdoor (SCO) must ensure there is a "designated adult" within the group. The designated adult must be over 18 and responsible for ensuring that each member in the group is aware and agrees to the terms of the hire agreement. The designated adult also accepts full responsibility for any loss or damage to equipment. It is reasonable to assume a designated adult may by default also have an elevated "duty of care" for those in their group particularly with issues like alcohol, the use of the fire and the wearing or not of buoyancy aids etc.

The organiser is responsible for the payment of all funds due and all guests within their group are to be made aware of SCO terms and conditions where applicable.

All customers will be provided with a briefing (on use of the Tipi) and receive an additional induction brief on any activities you wish to take part in over the course of your weekend. These will be explained in your briefing on arrival.

The Organiser will ensure all Tipi furnishings, sites, equipment and lakeside facilities and locations are kept in the same state of repair and condition as found at the beginning of their experience. (Reasonable wear & tear accepted).

Tipi's

The number of people occupying a tipi may not exceed 6.

No additional tents or structures may be erected or installed on any site or land in the control of South Cerney Outdoor, without permission being granted.

Vehicles are not permitted on the tipi area, but provision for transferring any luggage you have will be made available when you arrive.

Tipis are usually ready for arrivals by 4pm, if you arrive before 4pm there is a possibility that your Tipi may not be ready. You are expected to vacate your tipi by 1pm on the Sunday, but are welcome to stay on site and enjoy the activities up to 4:30pm.

Upon arriving at your tipi, we advise that you check all equipment and items are present & in reasonable condition and inform our duty staff immediately if not. This

will nullify queries or any problems should SCO find items missing or damaged after your stay. Please inform SCO of any loss/damage during your stay. Failure to do so may result in you losing your security deposit or being charged for such items.

Customers are advised that our tipi settings are often located within a few meters of the river and lake bank and must at all times assume full responsibility for members of their own group particularly young children. Group members must ensure they wear buoyancy aids provided in or near the water for their own safety.

Fires within the tipi or outside must be lit in the designated area, be modest, controlled and monitored at all times.

Undue noise or nuisance on the site may result in the forfeit of the security deposit and/or the early termination without redress.

South Cerney Outdoor reserve the right to limit the amount of alcohol that is taken to the Tipi site. Drugs are not permitted at the centre; South Cerney Outdoor may terminate a booking immediately and without redress to any guests should this term be broken.

South Cerney Outdoor are under no liability for any act, neglect or default from any loss, damage, expense or accident, injury or inconvenience to persons or property which customers may suffer or sustain from the hire of any tipi(s), equipment in or around the tipis, or lake activities.

Water Sports

All participants must participate in an activity 'induction' briefing, delivered by staff of South Cerney Outdoor. This will cover control of any boats or boards, capsizing, specific lake hazards and restrictions on use.

Guests must be reasonably fit to participate in the water sports - any guest that has limitations or a disability should notify SCO in advance so allowances or adaptations can be discussed and arranged.

Children under the age of 8 must be accompanied on the lake at all times.

All customers will be provided with buoyancy aids. These must be worn at all times when on the water.

We do not permit anyone under the influence of alcohol to participate in any activity on or by the lake. We expect customers to not exceed the "drink drive" limit while on the water at all times.

Drugs (other than prescribed medication) are not permitted at all, while at South Cerney Outdoor.

Guests may opt to bring their own water craft on a Tipi Experience, all relevant equipment must be supplied by the client – Equipment will be inspected by duty staff for appropriateness and required to be washed down prior to it being

launched. We only permit launch of own canoes, kayaks, paddleboards of windsurf equipment. SCO can supply Buoyancy Aids if required.

South Cerney Outdoor will not be held responsible for any loss or damage to client's personal equipment. We advise that valuables are not taken with you on the water or left unattended in your tipi.

Late Arrivals

If arriving more than 15 minutes after the appointed time, we will make every attempt to maintain the planned itinerary however there may be a charge applied for costs incurred (such as additional staff costs). In all events, guests should call the 24/7 number en-route if late running is a possibility.

Equipment Loss or Damage

Upon arrival you will be required to leave your card details for a £50 security deposit to cover potential damage or loss of South Cerney Outdoor equipment or facilities. Should the loss or damage be considered beyond reasonable wear and tear SCO will seek redress from the lead organiser (if no other names are supplied) for the outstanding balance due to cover the full cost of replacement.

Lake & Weather Conditions

South Cerney Outdoor is not significantly affected by normal weather patterns, so clients may not cancel/amend an experience based on weather forecasts or inclemency before or during the experience.

SCO daily check the weather conditions to ascertain that it is within our stated safety limits to permit guests to use the tipis and lake. If wind speeds exceed or are anticipated to exceed our maximum safe conditions then the hire may be cancelled. If this occurs during an experience, SCO staff will contact the resident guests to prevent water craft being placed on the water. The Tipi reservation will stand with clients offered the option of tipi only or alternative activities.

South Cerney Outdoor's responsibility and financial liability shall be limited to the return of monies received in the event of either the tipi or boat(s) booked in good faith not being available or curtailed due to weather conditions or other causes beyond their control.

Customers booking by telephone will be deemed to have read and accepted these Terms and conditions.

Cancellation Terms

Should you wish to cancel your booking (or amendment of date) at any point you must inform us as soon as possible. Cancellations/date changes are treated in the following way.

Prior to the Start Date:

- More than 6 weeks: £50
- 6 weeks to 3 weeks: 50% of the total rate
- Less than 3 weeks: no refunds are available

Limit of Liabilities

South Cerney Outdoor cannot accept responsibility for personal injury or death. Customers of our Tipi Experience should be aware of and accept these risks and be responsible for their own actions. However, nothing within these terms and conditions shall affect the statutory rights of any customer or restrict any liability for death or personal injury arising from negligence from South Cerney Outdoor.

South Cerney Outdoor holds public liability insurance of up to £5 million.

SCO staff are not responsible for client's personal belongings. Baggage may be left unattended in Tipis; so clients are advised not to bring valuables and are advised (within these terms) that all items are stored at your own risk.

South Cerney Outdoor does not take responsibility for any customer vehicles whilst parked on our site. The main car park and entrance is however monitored by CCTV.

Lost Property

SCO will not accept responsibility for personal belongings that are left on our premises or in the tipi. Such items will be retained for 1 month (perishable items will be disposed of as appropriate) and then South Cerney Outdoor will assume title of goods for disposal as appropriate. Should an item be claimed within 1 month, SCO will return it to the owner with a cost applied to cover postage and packing. Such costs to be settled before release of the goods.

General

We reserve the right to terminate a booking in the event of unreasonable conduct which is likely to cause damage, danger or distress to our customers, employees, a third party or our equipment; under such circumstances no refund shall be given.