

## Josh Jenner Orienteering Coach and Mapper

### Terms & Conditions

#### **Booking**

**Josh Jenner** does not ask for a deposit at the time of booking. The booking will be confirmed in writing and the general policy is to invoice the service user between this time and when the visit has taken place. **Payment can be made by Cheque, Bank Transfer or by Card through the invoice.**

#### **Transfer**

If after your booking has been confirmed, you wish to change the date of your visit we will make every effort to meet your requirements. However, in the event that we cannot find an alternative date this will be treated as a cancellation and charges may apply.

#### **Cancellation**

If it is necessary for you to cancel your booking, please inform **Josh Jenner** in writing as soon as possible. Cancellation is effective from the date your letter/email is received at our office and may be subject to cancellation charges as follows:

More than 60 days before your visit	25% of charge is payable
60-28 days before your visit	50% of charge is payable
28 days or less before your visit	100% of charge is payable

In addition to these costs, any penalties incurred from the cancellation of transport bookings made by **Josh Jenner** on your behalf will be passed on.

#### **Equipment**

**Josh Jenner** will provide appropriate equipment for your activity. Please note that we will charge for any equipment that is lost or damaged by misuse. This will be the replacement cost plus an administration charge of £50.

#### **Code of Conduct**

All visitors to Debden House must cooperate with staff to safeguarding the natural environment and must agree to follow safety instructions at all times.

#### **Health and Safety for Schools**

**Please be aware that it is the responsibility of each class teacher to bring the appropriate number of responsible adults to ensure the safety of the children at all times.** We take the greatest care to ensure the safety of our visitors and all **Josh Jenner** staff are trained in first aid and have immediate access to an extensive first aid kit at all times. All activities and sites have been assessed for risks and appropriate control measures are in place to ensure your safety. For event specific risk assessments please contact us.

#### **What to bring**

It is essential that your participants have suitable footwear and clothing for the time of year and taking into account weather conditions.