Hopehill Campsite - General Terms and Conditions

1. Definitions

- **Campsite:** Refers to the Hopehill Campsite property and all its facilities.
- **Activities:** Designated pursuits offered at Hopehill Campsite, such as archery, shooting, climbing, pioneering, and other similar organised experiences, whether Volunteer-Led or Self-Led.
- **Volunteers/Staff:** A member of our Warden, Service crew or activity leaders.
- **Visitor:** Any person who enters or uses the campsite, including campers and guests.
- **Booking:** A confirmed reservation for the use of the campsite or its facilities & activities.
- **Group:** Two or more individuals booked together.

2. Compliance with Terms and Conditions

- All visitors must comply with these Terms and Conditions and any reasonable request of our Volunteers / Staff. Failure to do so may result in:
  - Forfeiture / non refund of your deposit
  - An additional charge for damages, cleaning, etc...
  - You or your Group not being allowed to book in the future
  - You or your Group or members of your Group being asked to leave the Campsite and not return.
  - You or your Group or members of your Group being denied access to activities or facilities.

3. Booking and Payment

- *Hopehill is a Scout camp site operated by Gravesham District Scouts. Under Scout rules, camping is bookable by groups & organisations with appropriate safety and safeguarding policies. We are not available for public or individual family camping.*
- Organisations may be asked to verify that they have appropriate safety and safeguarding policies that are relevant to their group or organisation
- We reserve the right to refuse a booking.
- Our prices in our price lists are guide prices and may differ depending on the date of stay so please confirm with our onsite warden when you check in. Or reach out to us closer to your stay date to bookings@hopehill.org.uk for the latest prices.
- Bookings must be made online through our website. Enquiries can be made by contacting us via email or phone but will still require an online booking form to be completed.
- A provisional booking confirmation will be issued upon request, subject to availability.
- A deposit may be required to secure a booking, depending on the type of booking and length of stay.
- Your deposit will be forfeited if you do not follow these Terms and Conditions and will be at the sole discretion of the campsite team.
- A booking is only confirmed once the required deposit is received (if applicable) and a confirmation email is sent to the visitor.
- Bookings can be for individuals or groups. Group bookings may have specific requirements or restrictions.

- Payment is due in full upon departure, unless otherwise agreed in writing.
- Accepted payment methods are cash, bank transfer, cheque, or credit card/debit card.
- Late payments may be subject to a late payment fee at discretion of the booking manager, and may result in the rejection of future bookings.
- Deposits are non-refundable if a booking is cancelled less than one month before the arrival date.

4. Cancellation and Refunds

- Visitors can cancel their booking at any time by notifying the campsite in writing via email to bookings@hopehill.org.uk.
- Refunds will be issued according to the following schedule:
  - Greater than 1 month's notice: 100% refund
  - Less than 1 month's notice: No refund
- The campsite reserves the right to cancel a booking at any time due to unforeseen circumstances (e.g., natural disasters, maintenance issues).
- In the event of a cancellation by the campsite, a full refund will be issued.

5. Site Rules and Regulations

- Cleaning and Site Respect
  - Buildings: Visitors are expected to leave all indoor areas (e.g.kitchens, halls; shared toilets; shared lobby area) in the same clean and tidy condition as they were found. This includes wiping down surfaces, sweeping/washing floors, and removing all personal belongings.
  - Toilets: All visitors are expected to maintain clean and hygienic toilets. Toilet cleaning materials are available from the duty warden. At the end of your visit, you should ensure that all toilets are flushed, all rubbish is in a bin, and basin and worktop areas are visibly clean. If supplies need replenishing please contact the duty warden.
  - Toilet cleaning rotas may be organised by our warden team when busy weekends with multiple groups visiting the site so the work is evenly distributed, if you feel this is needed when you are visiting and can't be organised between the groups please raise this with the duty warden.
  - Camp Pitches: Visitors must remove all waste, camping equipment and personal belongings from their camp pitches upon departure, leaving the area clean and tidy for the next visitors. We do also expect that while you are camping you keep your area in a tidy and clean order.
  - Campsite generally: Please do not drop litter, and pick up any you see. Avoid activities which give rise to litter or mess you cannot clean up. Please treat the natural environment with respect, minimise erosion and damage to grass and other surfaces, and do not damage any living plants.
  - Busy weekends: During busy weekends, it is the responsibility of all visitors to contribute to keeping the entire site clean and tidy.
  - Volunteer support**:** Our volunteers are not available to clean up after visitors.
- Behaviour
  - Visitors must behave respectfully towards other visitors, staff, and property.
  - Visitors must be considerate of the campsite’s neighbours and the local community.
  - Offensive language, excessive noise, and disruptive behaviour will not be tolerated.
  - Illegal activities are strictly prohibited.
- Noise:
  - Quiet hours are between 10:00 PM and 07:00 AM.
  - Noise levels must be kept to a minimum during quiet hours.

- Amplified music is not permitted at any time without prior approval.
- The campsite does not have any license for live or recorded music; Visitors are required to arrange any necessary licenses.
- Generators are to be used responsibly and with consideration for other guests, Within quiet hours the generator must be turned off.

- Waste:
  - All waste must be disposed of in the appropriate designated bins.
  - Recycling must be separated and placed in the recycling bins.
  - Guidance on what can be recycled is available HERE
  - **NEW** Glass can now be recycled in the recycling bin
  - Food waste should be disposed of with general rubbish, not in hedgerows etc… on site.
  - It is recommended that food waste is disposed of every evening.
  - Unused firewood should be returned to the woodpile at the end of your visit.
  - Ashes from fires on the camping areas should be emptied in the ash pit.
- Respect for Neighbors:
  - Visitors must be considerate of the campsite's neighbours and the local community.
- Public Footpaths:
  - Visitors must stay on public rights of way when walking to and from the campsite.
  - Do not trespass on private property of our neighbours.
- Animals:
  - Only working assistance dogs are allowed on-site with visitors.
  - Assistance dogs must be kept on a lead at all times.
  - Owners are responsible for cleaning up after their assistance dogs.
  - In the event of significant inappropriate behaviour, we reserve the right to deny access and ask for the animal to be removed.
  - Any other animals must be approved prior to visiting the Campsite.
- Smoking and Vaping:
  - Smoking and vaping are not permitted in any building.
  - Smoking and vaping is not permitted anywhere by those under 18.
  - Smoking and vaping are discouraged in all areas of the campsite, and those who do should exercise discretion from other visitors.
- Vehicles:
  - Vehicles must be parked in designated areas only and must not block emergency access.
  - The speed limit on the campsite is 5 miles per hour.
  - Where appropriate car sharing is encouraged to minimise traffic and parking congestion.
  - The front gate will be closed overnight.
  - Vehicles are not permitted on camping areas except for loading and unloading with the specific prior authorisation of the duty warden.
  - Trailers are to remain in the car park unless agreed by the duty warden
  - Motorhomes and caravans are permitted on-site, with prior permission at time of booking. But must be in the car park, please note we do not supply electrical hookups and chemical disposal toilets.
  - Trailer Tent - These are allowed on the site if ground permissions permit, please speak to the duty warden for confirmation, but must be manually put on site, and not used with a vehicle. If the weather doesn't permit camping, this can be used in the carpark. Please advise before your visit if you are planning to bring one.
  - Roof Tents are to remain in the car park.
- Fires:
  - Open fires are only permitted in designated fire pits or raised altar fires (which can be

borrowed by speaking with the duty warden)
    - Fires must be left in a safe condition when unattended,
    - And fully extinguished when you are leaving the site.
    - Firewood is available from the wood pile onsite, and wood may also be collected off the woodland floor. No trees are allowed to be cut down under any circumstances.
- Damages:
    - Visitors are responsible for any damage they cause to the campsite or its property.
    - Any damage must be reported to the campsite staff immediately.

6. Activities

- Specific rules and safety guidelines will be provided for each activity offered on the site.
- Visitors must follow the instructions of activity leaders and staff.

7. Facilities

- Shared facilities (toilets, showers) must be kept clean and tidy.
- A cleaning rota may be in place for groups using shared facilities.
- Report any maintenance issues to campsite staff.
- Certain buildings or areas may have specific rules or restrictions.
- Visitors must comply with posted rules and instructions.

8. Liability and Insurance

- The campsite is not liable for any loss, damage, or injury to visitors or their property.
- Visitors are advised to have their own insurance to cover personal belongings, accidents, and liability.
- The campsite maintains public liability insurance for its operations.

9. Children and Vulnerable Adults

- Groups with children or vulnerable adults must provide adequate supervision at all times.
- Ratios of adults to children or vulnerable adults must comply with each Group's own relevant regulations or guidelines and their risk assessment. For Scouts, minimum ratios are set out in POR (rule 4.3.10) and these should be followed if your Group does not have it's own requirements.
- Any concerns about the welfare of a child or vulnerable adult must be reported to campsite staff immediately.

10. Data Privacy

- The campsite collects personal data from visitors for the purpose of processing bookings and managing its operations.
- Personal data will be processed in accordance with data protection legislation.
- Visitors have the right to access, correct, or delete their personal data.

11. Governing Law and Dispute Resolution

- This agreement is governed by the laws of England and Wales.
- Any concerns or complaints should be raised immediately with the Volunteers / Staff, and preferably with the Duty Warden.
- If the concern or complaint cannot be resolved informally, it should be raised in writing with the Booking Manager bookings@hopehill.org.uk .

- Duty Wardens do not have the discretion to reduce an invoice as a resolution to a complaint.

12. Amendments

- The campsite reserves the right to amend these terms and conditions at any time.
- Updated terms and conditions will be posted on the campsite's website.

Deposit and Cancellation Policy

Deposit Policy

To confirm your booking we require payment of the deposit on the below details.
We charge deposits by facility and not by length of stay.

Deposit Price Guide

- Indoor Accommodation Deposit = £50.00
- Campsite Pitch Deposit = £10.00 per pitch
- Field Kitchen Deposit = £25.00
- Duke of Edinburgh Groups (Non-Scout)
    - 20-49 people = £100
    - 50+ people = £200

Example:
Booking for 3x Campsite pitches & 1x Field Kitchen for 6 days:
3x Campsite Pitches = £30.00 (£10.00 Each)
Field Kitchen = £25.00
Total = £55.00

Your deposit will be reduced from your final invoice which you will receive at the end of your visit.

Forfeit of Deposit

Your deposit will be forfeited if you do not follow the Hopehill Terms and Conditions [Link to Page] and will be at the sole discretion of the campsite team.
Your deposit will also be forfeited if you do not completely comply with our Cancellation policy.
If your deposit is forfeited your final payment invoice, will include a line item ‘Forfeit Deposit’ with the chargeable amount.

Deposit for Gravesham Scout Bookings

We do not require members of Gravesham Scouts to pay a deposit for their booking, but we do request that they cancel any bookings that are not required as soon as possible to help enable us to make the site available to other users.

Cancellation Policy

For all notifications of cancellation please email bookings@hopehill.org.uk and quote your Booking Reference number (this will be a 10-digit number which we will include in your confirmation emails).

Please notify us as early as possible if you are planning on cancelling your booking to allow us the opportunity to ensure we can welcome as many visitors to the site as possible.

Cancellation Deposit Refund Policy

Greater than 1 Month Cancellation Notice - If you provide us with 1+ Month notice of your cancellation you will receive a 100% deposit refund.

Less than 1 Month Cancellation Notice - If you provide us with less than one month's notice you will forfeit your deposit.