



Event Terms and Conditions

1. Bookings

a) Tickets are not transferable to other events and not to be offered for resale. Tickets must only be used for personal or private use. All tickets are printed through Eventbrite. Any attempt to present any other ticket will lead to refusal of admission and possible prosecution.

2. Cancellation of bookings

a) We reserve the right to cancel any bookings at our sole discretion and without providing a reason. In such circumstances we will inform guests as soon as is possible and at least 2 weeks before the event.

3. The centre, its facilities and services

a) Gilwell Park London reserves the right to charge groups for any damage caused to buildings and/or equipment caused by members of your group during your visit.

b) Use of the Centre and facilities is subject to your agreement to follow the "site rules", and includes taking all reasonable steps to minimize disturbance to other guests. Available upon request, please see Head of Event Venues.

c) All groups visiting Gilwell Park London agree to abide by the Scout Associations Health & Safety and Child Protection policies <http://scouts.org.uk/about-us/key-policies/>

4. Promotional and Marketing

At certain times Gilwell Park London employs professional photographers to take pictures at the Centre for use in their promotional material. If any members in your group do NOT want to appear in any such photography they should notify Gilwell Park London prior to their visit and advise the Duty Manager upon arrival. Upon reception check-in, we will ask for signed permission for this activity. At this point you will have the opportunity to opt-out.

5. Insurance and Liability

a) The Scout Association has legal liability insurance to cover its potential liabilities to visitors to its premises and participants in activities arising, in negligence. Users of Gilwell Park London should consider whether they wish to obtain other insurances, such as personal accident insurance.

6. Force Majeure

Gilwell Park London shall not be liable for any delay in performing or failure to perform any obligation or alterations and cancellations due to any cause beyond Gilwell Park London's reasonable control including strikes, lock outs, labour disputes, acts of God, war, riot, civil commotion, terrorism, malicious damage, threats to safety, compliance with any law or governmental order, rule, regulation, or direction, accident, environmental contamination, pandemic, outbreak of disease, breakdown of plant or machinery, fire, flood, storm, difficulty or increased expense in obtaining staff, materials, goods or raw materials in connection with the performance of this agreement.

7. Property

Gilwell Park London does not accept responsibility for the property or their guests. Any goods left unattended on the Centre premises are deposited at the owners risk and without any liability on the part of Gilwell Park London or the Scout Association.

8. Smoking and Vaping

Smoking and vaping are strictly prohibited in any of the Venue, inside and out.

9. Children

Children are the sole responsibility of the adult carers in their company. Children must be accompanied and supervised by an adult at all times.

10. Animals

No animals (except assistance Dogs) will be admitted to the Venue or any car parks. Assistance Dogs are only permitted with prior notification to the Head of Event Venues.

11. Complaints

Where you have a complaint about a service or facility provided by Gilwell Park London, you should in the first instance contact the Head of Event Venues to discuss your concerns.

Failing a resolution from the above, formal complaints should be sent in writing to the Commercial Director at the same address below, who will acknowledge receipt of the complaint within 3 working days. The response will include details of any next steps and/or any actions we intend to take.

/Continued.....

Gilwell Park London
Chingford, London E4 7QW
Tel: 020 8498 5300 Email: info@gilwellpark.co.uk

www.gilwellpark.co.uk

Part of The Scout Association



/Continued.....

12. Privacy

Any personal information supplied by you will be held in the strictest confidence.

The information supplied by you is necessary for the purposes of reserving your place and registering your attendance to the event. As part of this process you may receive confirmation of booking and event updates from The Scout Association Gilwell Park London or EventBrite directly. Your Personal Data will not be shared with any third parties but will be gathered through the EventBrite platform. We may use your Personal Data internally within The Scout Association as part of Marketing communications, where you have given consent for us to do so.



Gilwell Park London
Chingford, London E4 7QW
Tel: 020 8498 5300 Email: info@gilwellpark.co.uk

www.gilwellpark.co.uk

Part of The Scout Association