



**AUCHENGILLAN OUTDOOR CENTRE**

## **Terms & Conditions**

Valid for bookings from 01/04/2022

## General Info

***We reserve the right to alter the information at any time to ensure the health, safety and wellbeing of our guests. Availability or services may be affected.***

### Reception

Check in at Reception on arrival to collect any keys and exchange relevant information. All visitors must sign in and out at Reception. Help us rectify anything not to your satisfaction by reporting any issues as soon as possible.

### Check In/Out Times

- Weekend hires: Check in from 18:00 Friday to 16:00 Sunday
- Sunday arrivals: Check in from 20:00
- Midweek residential bookings: Check in from 11:00, check out by 13:30.
- Other midweek bookings: Check in from 12:00, check out by 12:00.

Early access and late checkout is by arrangement only and may not be possible. Please do not arrange deliveries prior to check in. Additional charges will apply.

### Shop

The shop will be open subject to staff availability. We stock confectionery, souvenirs and clothing. For large groups, book a specific opening time at reception. Phone charging, lockers and laundry tokens available at shop opening times.

### Wi-Fi

Network: AOC-Free-Wifi. No password is required, you must agree to the T&C's. We cannot guarantee service.

### Media

Share your photos and experiences with us on social media:

Instagram: @auchengillan, #auchengillan

Twitter: @AuchengillanOC

Facebook: [www.auchengillan.com/facebook](http://www.auchengillan.com/facebook)

### First Aid

It is your responsibility to deal with all first aid incidents. You must report any incidents to Reception in order that we may conduct any remedial work as soon as possible. Unfortunately we are unable

to provide transport to hospital please ensure you have adequate ratios and transport to deal with any incidents.

## Equipment

Tables, benches, gas and alter fires are available to hire; a charge is applicable. You must bring any additional kitchen items, a list of what is supplied is available from Reception. Pioneering equipment is available free of charge. All items available during reception opening hours.

# Housekeeping

## General

You must remove your outdoor shoes at the entrance foyer. It is your responsibility to keep valuables secure, please ensure you lock the accommodation when not in use. Do not drag the tables and chairs across the floor.

## Noise

There is a quiet time across the whole site of 23:00 to 08:00. The Providore is a shared building; please respect your neighbours by keeping noise to a minimum.

## Linen

Linen is not provided as standard. Bring a single sheet, sleeping bag and pillow. Linen should be booked well in advance of your stay, as we cannot guarantee last minute availability. Leave any duvets or pillows that require special cleaning in black bags in the main hall. Beds should be stripped first thing on the last day of your stay. Items should be segregated and left in neat piles.

## Clear Up

You should ensure your group leave the accommodation in a clean and tidy condition.

- Return any equipment to the appropriate stores.
- Remove all rubbish and empty the bins into the main site bins.
- Wipe clean all surfaces, vacuum carpets, sweep and mop floors.
- Thoroughly clean all kitchen equipment, crockery and cookware.
- Lift mattresses, remove rubbish and vacuum if necessary.

## Catering

Caterers are expected to follow appropriate food hygiene practices at all times. Guidance is available from the HSE website. For our guests on a catering package, meal times are: 08:00 breakfast, 12:30 lunch and 17:00 evening meal unless otherwise arranged.

## Energy Saving

Please help us keep costs low by keeping doors closed, turning off lights, appliances and taps. Reduce food waste to a minimum.

## Damages

All breakages must be reported to Reception as soon as possible. The building is checked before and after use. **Graffiti and vandalism will incur significant charges. Do not use sticky tape or tacks on the floor or paintwork.**

*If you are unsure how to operate any of the equipment, seek assistance from a member of staff prior to use.*



We care about the environment, help us look after it.  
Keep general waste to a minimum,  
Don't fill our bins with old camping equipment or gas.  
Use our mixed recycling bins, we can't recycle black bags  
Recycle loose or in clear bags available from reception.

## DRY MIXED RECYCLABLES



All items must be **Empty and Clean**



- ALUMINIUM CANS
- PLASTICS (clean)
- FOOD CANS (rinsed out)
- TETRAPACK
- PAPER SCRAPS

- NEWSPRINT, MAGAZINES & BROCHURES
- LIGHT CARDBOARD
- ITEMS MARKED WITH 



- LIQUIDS
- GLASS
- FOOD
- CONTAMINATED FOOD PACKAGING
- POLYSTYRENE PACKAGING

- SANITARY WASTE
- ELECTRICAL GOODS / LIGHT BULBS
- CLOTHES / SHOES
- GARDEN WASTE

Rinse your glass and use our glass bins to recycle.  
Find them in the main car park, with the red lid

# Activities

## Programme

Let us know your total number of participants, number per section with your preferred activities and we can make up your activity programme around your schedule. Alternatively send us a copy of your programme and we'll match it to our availability.

It may be necessary to alter activity programs due to circumstances out with our control such as weather etc. In this case we will offer an alternative activity where possible.

## Activity Information

Maximum group numbers on activities is 8

MINIMUM AGE 5+	MINIMUM AGE 8+		MINIMUM AGE 10+
INDOOR CLIMBING	RAFT BUILD	CRATE STACK	MOUNTAIN BIKING***
GRASS SLEDGES	BODY ZORBS	ORIENTEERING	CANOEING(OFFSITE)
SCULPTURE TRAIL	CLIMBING (Half Height)	PEDAL KARTS	KAYAKING(OFFSITE)
WATER WALKERZ	ABSEILING (Half Height)	LAZER TAG	CLIMBING ON & OFF SITE (Full Height)
SUMO SUITS	CANOEING	SURVIVAL SKILL	ABSEILING(OFFSITE)
NIGHTLINE	POLE CLIMB	TEAM CHALLENGES	MOUNTAIN BIKING*** (OFFSITE)
ARCHERY	KAYAKING	MEGABALL	AXE THROWING
CAVE			

\*\*\*Participants must be able to cycle unaided, reach the ground and pull the brakes comfortably.

## Times & Location

Instructor led activities start at 09:30 and conclude at 16:30, unless otherwise arranged. Lunch is 12:30 –13:30. Self-supervised activities run from 09:30 until 21:00. All activities include kit up and de kit time. Meet your instructor at the activity base (see map) unless otherwise arranged. If you are unsure, ask at Reception. We cannot over run activity times please make sure you are ready at the activity start time.

## Self-Supervised Activities

You must report to Reception to sign out the activity safety rules and be shown correct operation of the equipment. **Do not start the activity until this process is complete.**

## Off Site Activities

You will be required to provide transport to and from the venue. The centre operates a mini bus with capacity for 16 passengers subject to availability, activity location will be agreed in advance with the Centre and subject to your group's needs, we reserve the right to alter the venue at any given time.



# Activities

## Supervision

It is the group leader's responsibility to ensure consent for participation in the activities from parents/guardians, and activities are compliant with their organizational requirements. **Duty of care shall lie with the group leaders at all times.** Instructors shall be responsible for all matters of safety and instruction. We expect group leaders to be responsible for disciplinary matters and endorse an acceptable standard of behaviour at all times. A responsible adult must accompany each group to their activity. Instructors reserve the right to prohibit participation and cease an activity where necessary and no refund will be due. Participants suspected to be under the influence of alcohol or drugs will not be permitted to participate and asked to leave the premises.

Smoking and use of mobile devices is not permitted during activity time and whilst wearing Centre equipment.

## Injuries, medication & additional needs

**You must have any required medication with you at all times and inform your instructor of any relevant information which may affect your participation.** Instructors are trained in first aid and can provide first aid during an activity. If you sustain an injury during an activity you must report it to the instructor or Reception as soon as possible. You must inform us of any additional support needs in advance to allow us to adapt and provide the necessary support.

## Preparation

Please ensure you are appropriately dressed and prepared for the activity and weather or you will not be permitted to participate. Wear old clothes suitable for getting wet and dirty.

Warm clothes, waterproofs, sun cream and midge repellent should be worn as necessary. Do not bring valuables to activities. For activities requiring helmets; hats must be removed and long hair tied back in a low pony tail.

**ARCHERY:** Arm bracers will be provided however we recommend a long sleeved top

**ABSEILING, CLIMBING, POLE CLIMB AND CRATE CLIMB:** Please ensure long hair is tied back and loose clothing is tucked in. Footwear with full foot coverage.

**MOUNTAIN BIKING:** We recommend long sleeve tops and full length trousers Do not wear loose clothing as it can be damaged and entangled in chainset.

**KAYAKING, CANOEING AND RAFT BUILDING:** Foot wear must be worn and cover the whole foot. Ensure you have a change of clothes, including towel and shoes.

**WATER WALKERS:** You will be asked to remove your shoes, please ensure all infections/wounds are covered, a change of socks may be required.

**OTHER ACTIVITIES:** We suggest long sleeves and trousers, please check for ticks if you have been in long grass. Activities involving harnesses are best suited to shorts and trousers for modesty reasons.

# Activities

## Recommended Kit List

### Activity Day

Clothing appropriate for the weather and activities  
Outdoor footwear  
A full change of clothes and spare shoes  
Hat and gloves  
Waterproofs  
Towel  
Packed lunch  
Medication (please bring minimum of 2 sets)  
Sunscreen/Midge repellent

### Residential

In addition to the items above we recommend the following:

Packed lunch will be required for day 1  
Sleeping bag, single sheet and pillow (guests on a package will have bedding provided)  
Toiletries  
Indoor footwear/slippers  
Disposable camera  
Water bottle  
Small backpack  
Books/cards/games

The centre is at a higher altitude with greater exposure to the weather. Please ensure you dress warmly with extra layers and lots of spare socks. Please do not bring any new clothing, electronic or expensive items, we cannot accept liability for any damage or loss.

# Campsite Rules

- Pets are not permitted.
- Litter bins are provided for your convenience. Campsite rubbish must be disposed of at the large waste bins situated at the campsite entrance, small general waste items only. Gas canisters, batteries and larger items must be taken home and disposed of appropriately. Recycle where possible. Food waste should be emptied in to the waste bins, do not allow food waste to enter the drainage system.
- Fires should be contained within designated fire pits only. You can use any fallen or cut wood from around the site. It is prohibited to use campfire seating or cut live trees. We may be able to sell pre-cut wood, subject to availability. BBQ's are permitted on a solid, level non-flammable surface – not on grass or benches.
- Driving on the grass causes substantial damage to the campsite and underground services, loading and unloading on the hardstanding only. It is prohibited to drive on the grass or footpaths.
- Camping shelters are for shared use, unless you have prepaid for exclusive use. Please use them considerately. \*Fridges are not available during Covid 19\*
- Cars must be parked in the main car park after loading/unloading heavy equipment. It is not permitted to leave vehicles at the campsites
- Vehicle access to campsites is at the staff discretion and only for the purposes of loading/unloading heavy kit, maximum speed limit on site of 5mph. \*There will be no vehicle access after 5pm and before 9am\*
- Alcohol is not permitted on site.
- Pass other campsites with consideration.
- It is prohibited to use any activity area without an instructor or appropriate sign out procedure
- Please observe site safety signage and staff instruction.
- Smoking and vaping is prohibited in and near the accommodation, please smoke discreetly at a designated location. Cigarettes should be fully extinguished and disposed off in the site bins.
- Quiet time is from 11.00pm until 8.00am.

## Covid 19 rules

If you have or experience symptoms of Covid 19 you must follow the latest public health advice and any local rules in place.

You must follow the government guidelines regarding distancing and hygiene. Bring your own PPE and cleaning materials.

Follow the instruction of the centre staff and all distancing/safety signage.

# Payment Terms & Conditions

## Deposits

In the event of cancellation, deposits are non-refundable payments and will be deducted from your final balance. By submitting a booking form you accept the terms and conditions as laid out here:-

- 25% of the booking cost is payable within 14 days of your provisional booking. The full balance is payable if less than £100.
- The full balance must be paid 14 days before arrival.

Your booking is at risk if you do not maintain payments.

## Cancellation Policy

We consider a contract to be formed at the point you have paid a deposit and/or completed a booking contract or we have confirmed your booking in writing. Upon termination, cancellations are payable in accordance with the following:

- More than 3 months prior to arrival – deposit lost or 25% of the hire fee, whichever is the greater sum.
- 3 months prior to arrival - 50% of the total booking cost or deposit lost, whichever is the greater sum.
- 1 month prior to arrival - 75% of the total booking cost or deposit lost, whichever is the greater sum.
- 14 days notice or less, or in the event of non-arrival, the total booking fee is payable.
- Cancellations for activity days or package bookings will be charged at the above rate on a per person basis. Where the minimum numbers have not been met no refunds will be provided.
- Event and course payments are non-refundable.
- Instances of global crisis/force majeure/pandemic and when government advises closure of our business; Any cancellations prior to our business closure date and post opening will incur the cancellation charges above. Cancellations in the period of closure will be rescheduled or refunded minus any costs incurred.

*Cancellations must be made in writing or by e-mail to Auchengillan Outdoor Centre with the date of delivery being deemed the date of notification, we suggest you obtain proof of delivery. The percentages listed above relate to the total cost of the booking unless otherwise stated. We strongly suggest you may want to arrange your own cancellation insurance particularly for large bookings.*

Cancellation by us;

In the unlikely scenario we have to cancel your booking or any part thereof for any reason including but not limited to; force majeure, pandemic, national and global crisis, extreme weather we will

endeavour as far as practicable to offer an alternative service or postponement. If this is not reasonably possible you will be offered an alternative date or service, if we cannot agree on an alternative we will provide a refund minus costs incurred. Events and courses may incur irrecoverable costs and refunds cannot be guaranteed.

There are strictly no refunds for Subzero, Badgetastic or the Auchengillan Jamboree.

## **How to pay**

We accept payment by cash, card, cheque or bank transfer by prior arrangement. Please make cheques payable to Clyde Scouts.

Payments by bank transfer should be made to Clyde Scouts,

Sort Code 80-83-33 Account Number 00409538,

Address Bank of Scotland, 235 Sauchiehall Street, G2 3EY.

For International Bank transfers:

IBAN number GB56 BOFS 8083 3300 4095 38,

Swift – BOFSGB21123.

**Late payments will incur a charge at the rate of 10% per week or part thereof.**

# Payment Terms & Conditions

## Charges

A weekend rate is payable for any period between 6pm Friday and 4pm Sunday.

Midweek bookings are charged per 24 hour period, extra hours shall incur a further 24 hour period charge.

Sunday lets can be booked by pre arrangement with centre management from no earlier than 8pm.

Package bookings are based on a minimum of 20 people with an on-site activity programme only, offsite activities will incur a £10pppd supplement.

A free leader place is included with every 10 participants on a package, extra places will be charged accordingly.

The following charges will apply

- Campsite reinstatement fee from vehicle damage, pits etc minimum £250
- Early check in/late check out fee £50 per hour. (check in 11am midweek, 6pm Fridays/check out Sunday 4pm)
- Accommodation returned with unsatisfactory cleaning minimum £250
- The hirers shall be liable for payment of all charges arising out of any damage to, or loss of, property and/or equipment as a result of misuse or neglect, such charges being assessed by Clyde Scouts whose decision in the matter shall be final and binding. Incidents should be reported immediately
- Traffic management, implementation of one way system. A minimum charge of £150 will apply.
- Using activities or equipment that has not been pre-booked will be charged at the appropriate activity rate
- Non-return of hired equipment £50
- Exclusive use of a campsite £100
- Exclusive use of a campsite shelter £100
- Non-emergency staff call outs after 5pm £50
- Campsite littering £50
- Prohibited waste items must be removed from site and disposed of accordingly. Any prohibited or large items will be charged an appropriate waste disposal fee and contractor/staff time.
- Misuse of pot wash £50
- Deliveries where no booking party is present to receive goods £50
- Additional heating £10 per hour

- For guests on a package, offsite activities are available at an additional cost of £10 per person per day.
- Visitors and additional guests for catering, price as agreed per person, per night.



# Incidents

Life Threatening Emergency Services: 999

Address: Auchengillan Outdoor Centre, Stockiemuir Road, Blanefield, G63 9BA

Defibrillator located in the entrance to the Providore

**Non-Emergency Services: 101**

**NHS 24: 111**

Minor Injuries

Stobhill Hospital

133 Balornock Road, G21 3UW

Open 9am–9pm

Phone: 0141 355 1536

Accident and Emergency

Queen Elizabeth University Hospital

(Entrance from Langlands Drive)

1345 Govan Road Glasgow, G51 4TF

Open 24 hours

Phone: 0141 201 1100

Local Doctors: **Edenkiln Surgery**, 12 Dumbrook Rd, Strathblane, Glasgow G63 9EG

Open 8:45 – 18:30, Closed Sundays, Tel: 01360 770340

## First Aid:

We do not supply first aid kits to groups. Our instructors will deal with any first aid incidents that occur during session time. Out with session time, groups are responsible for their own first aid incidents.

## Auchengillan Staff:

For our guests using the Allander Chalet, Providore or Kyle Cabin - A member of staff will be available to deal with out of hours **emergencies** only. General enquiries and assistance should be sought from Reception during opening times. Unfortunately we are unable to provide transport to hospital. Please ensure you have your own transport or non emergency/precautionary trips

**Tel: 01360770256 EXT 901**

You must inform us, as soon as possible, of any incidents, hazards and near misses where there is a risk to health and/or remedial action is required to prevent further incidences.



# Fire Procedures

## **ON DISCOVERING A FIRE (no matter how small):**

- Raise the alarm by operating the nearest fire alarm call point.
- Try to extinguish the fire using the nearest appropriate fire extinguisher but **only if it is safe and you have been trained to do so.**
- Inform the party leader / person in charge and ensure that the Fire Service has been called.
- Inform Reception or a member of Auchengillan staff at the earliest convenience.

## **ON HEARING THE ALARM:**

- Immediately arrange for all personnel to leave the building by the nearest and safest available exit, and report to your Assembly point.
- Ensure that necessary assistance is provided to people who need it to ensure that they can leave safely.
- ACT CALMLY and remember to CLOSE ALL DOORS (to stop fire spreading).
- Complete a roll call to ensure all persons are accounted for.
- Provide details of any missing persons to the Fire Warden/Service along with their room details.
- Do not return to the building for any reason until authorised to do so.

## **CALLING THE FIRE SERVICE:**

### **THE FIRE SERVICE SHOULD BE CALLED IMMEDIATELY TO EVERY FIRE OR ON SUSPICION OF FIRE**

Lift the receiver and dial 999

Give operator your telephone number and ask for 'FIRE'

When the Fire Service replies say distinctly the name of your accommodation followed by the address:

**Auchengillan Outdoor Centre, Blanefield, G63 9BA**

# Fire Procedures

## Your responsibilities:

### **Always assume the risk of fire is real, even when a false alarm is suspected.**

- Maintain an accurate evacuation register, provide an up to date copy to Reception and inform us at the earliest opportunity of any changes to occupancy.
- Make yourself and others occupying the building familiar with the fire procedures, including means of escape and fire assembly point.
- Perform a fire evacuation simulation at the earliest opportunity.
- In the event of an alarm it is the group leaders responsibility to evacuate the building safely.
- Familiarise yourself with the building fire alarm zone plan and prioritise evacuation based on the alerting zone.
- Know how to operate the manual call points
- Know how to call the Fire Service.
- Know where the emergency gas cut off switch is.
- Ensure that none of the fire fighting equipment is used or tampered with unless needed. Any misuse will be charged.
- Inform centre staff immediately of any anomalies with signage/equipment or general concerns
- Do not re-enter the building until authorised to do so.
- Emergency services must be able to access the building, do not block access to the car park.

*I have read and understood the fire procedures and responsibilities of occupancy. I agree to familiarise myself with the evacuation plan. I will make my party aware of the evacuation plan and perform a simulated evacuation on arrival as soon as practicable.*

A member of centre staff has shown me the following:

Item	Party leader signature	Staff signature
Fire procedures		
Emergency staff contact		
Fire alarm panel and zone plan		
Emergency exits		
How to use manual call point		
Gas shut off valve		
Fire assembly point		

**Group:**

**Accommodation:**

**Name:**

**Signature:**

