



Field Studies Council booking terms & conditions
For Exclusive use centre hire bookings made from 1 August 2025
Updated January 2026

These Booking Conditions, together with our [Data Protection Information](#) and [Privacy Statement](#), Customer Information Document, **Payment Schedule** in Schedule 1 of these Booking Conditions and any other written information we brought to your attention before we confirmed your booking (along with any information relating to changes that you make to your booking, pre-departure), form the basis of your contract with Field Studies Group (Field Studies Council and FSC Trading Ltd). Field Studies Council is a charity with charity numbers 313364 (for England and Wales) and SC039870 for Scotland, and a company limited by guarantee with company number 00412621, registered in England and Wales of Preston Montford, Montford Bridge, Shrewsbury, SY4 1HW (“we”, “us”, “our”). FSC Trading Ltd is a company limited by shares with company number 12891131, registered in England and Wales of Preston Montford, Montford Bridge, Shrewsbury, SW4 1HW (“we”, “us”, “our”). Please read them carefully as they set out our respective rights and obligations. In these Booking Conditions references to “you” and “your” include the first named person on the booking or the Group Leader, who is responsible for organising the attendance and responsible for the behaviour of a group of individuals in respect of school or other relevant group bookings. References to “you” and “your” also include all persons on whose behalf a booking is made or any other person to whom a booking is added or transferred.

These Booking Conditions replace any previous agreements or contracts made with Field Studies Group (Field Studies Council and FSC Trading Ltd) including but not limited to Group Agency Agreements.

By making a booking, the Group Leader agrees on behalf of all group participants detailed on the booking that they:

- a) have read these Booking Terms & Conditions and associated Booking Conditions for the purchased product and has the authority to and does agree to be bound by them;
- b) consent to our use of personal data in accordance with our Privacy Policy and is authorised on behalf of all persons named on the booking to disclose their personal details to us, including where applicable, special categories of data (such as information on health conditions or disabilities and dietary requirements);
- c) are over 18 years of age and where placing an order for services with age restrictions declare that he/she and all members of the party, if booking on behalf of a party, are of



the appropriate age to purchase those services (unless, where applicable, the parent / guardian has completed the appropriate form that will be brought to their attention). The Group Leader may be required to provide a valid form of photo ID to qualify eligibility for age restricted services.

- d) accepts financial responsibility for payment of the booking on behalf of all persons detailed on the booking.



Glossary of Terms

Booking Agreement

When making a Group Booking, we will send details of the costs and payment schedule to make the booking. This will be sent with the request for a deposit payment. At this point, before the payment of the deposit, the booking is provisional and may be cancelled by either party.

Booking Confirmation

After the holding deposit is paid we will send a receipt which acknowledges that your booking is agreed and confirmed and the contract is in place according to these Terms & Conditions.

Course Booking

A booking made with payment, either through our website booking system, over the telephone or in person. This payment may be the Holding Deposit or full amount.

Exclusive Use of Centres

These bookings hire out the whole or agreed part of one of our Centres for the use of your group during agreed dates.

Final Payment

The balance of your booking fee, less any deposits paid to be paid by you 8 weeks before your booking starts.

Group Booking

A booking made on behalf of a group via email or telephone with our staff representative and followed with payment as per the Payment Schedule.

Group Leader

Person named on booking agreement responsible for ensuring information transferred between participants and Field Studies Council, and that payments are made in accordance with our Payment Schedule.

Holding Deposit

The payment requested by us when making a booking to secure your place (Course Booking) or Dates (Group Booking)

Interim Deposit

The payment requested by us for Exclusive Use Centre Hire according to the Payment Schedule. To be paid by you 6 months before your booking starts.

Security Deposit

If your booking includes the exclusive use of a Field Studies Council Centre and/or substitute centre (which will be detailed in the Booking Agreement), we require a refundable Security Deposit that is payable by you as a deposit towards any damage that may be caused to the Centre (or its facilities) due to the conduct of you, any member of your party or any other person authorised to enter the property by you / a member of your party.

1. Booking Price and Payment Schedule

When making your booking with us for Exclusive Use Centre Hire your booking will be either:

- Remote-assisted Centre Hire
- Centre-supported Centre Hire

| Payment Schedule | | | |
|------------------------------------|--|---|------------------------|
| Product: | Holding deposit | Interim Deposit | Final balance |
| Exclusive Use Centre Hire Bookings | Up to 20% of booking value subject to a minimum of £500. Due within 28 days of invoice date. | 50% of booking value due 6 months before arrival. | 56 days before arrival |

The prices specified in the Booking Agreement and Deposit Invoice will not be binding until your booking has been confirmed by us and may be withdrawn or changed at any time prior to confirmation of your booking and in any event shall lapse after 28 days if we have not received your holding deposit in this time.

If the booking is made less than 6 (six) months but more than 56 (fifty-six) days prior to your arrival, the relevant holding deposit will be required as well as the interim deposit amount of 50% of the full value. For bookings made more than 6 (six) months in advance of your arrival date, the relevant interim deposit amount will be payable as per the payment schedule.

The final balance is due 56 (fifty-six) days prior to your arrival.

This does not affect your rights under the Distance Selling Regulations.

<https://www.gov.uk/online-and-distance-selling-for-businesses>

2. VAT

Customers will be charged VAT (and any other taxes) at applicable rates, as defined by HMRC.

3. If You Change or Cancel Your Booking

3.1 Changes



If you wish to request a change to any part of your booking after our confirmation has been issued you (as the group leader) must inform us in writing as soon as possible. This may include, but is not limited to, changes to booked dates, duration, product, timings and participant numbers. Whilst we will endeavour to assist, we cannot guarantee that either the change(s) will be possible, and/or that the booking charge can be adjusted. At our discretion, an amendment fee will also apply of £30 per change, as well as any costs and charges incurred by us and/or incurred or imposed by any of our suppliers in making this change and any changes which may alter the payments specified in the Payment Schedule. Changes where we may charge an amendment fee include changes to the dates of the booking, changes in venue and any other changes that we deem to be material to the booking.

Please note that amendment charges are not refundable in any circumstances.

If you wish to change the dates of your booked trip, please contact us. Any request to change dates within 56 days of the start dates of the booking will be treated as a cancellation.

3.2 Cancellations

If you or any other participant included in your party decides to cancel the booking, you must notify us (or your group leader, where applicable) in writing as soon as possible. Your notice of cancellation will only take effect when it is received in writing by us at our offices and will be effective from the date on which we receive it. The person to notify us of any cancellation must be the same person that originally signed the booking form (or a person with delegated authority for the booking, where applicable and in accordance with our agreement with them).

Since we incur costs in cancelling your arrangements, you will have to pay any outstanding payments at the times specified in the Payment Schedule. No refunds of payments made will be made.

Important Note: from time to time the cancellation terms applicable to your chosen arrangements may differ from those that are set out above. Where this is the case, we will clearly advise you of the applicable cancellation terms, at the time of booking.

4. Cutting Your Booking Short

If you are forced to return home early, we cannot refund the cost of any arrangements or services that you have not used. If you cut short your booking and return home early in circumstances where you have no reasonable cause for complaint about the standard of the services provided we will not offer you any refund for that part of your booking not completed or be liable for any associated costs you may incur. Depending on the circumstances, your



own travel insurance may offer cover for curtailment and we suggest that any claim is made directly with them.

5. If We Change or Cancel Your Booking

We may in exceptional circumstances be required to cancel your booking in which case a full refund of all monies paid will be made to you. We regret we cannot meet any expenses or losses that you may incur as a result of change or cancellation.

Very rarely, we may be forced by "Force Majeure" (please see Condition 11) to change or terminate all or some of your arrangements after departure. If this situation does occur, we regret we will be unable to make any refunds, pay you compensation or meet any costs or expenses you incur as a result. Please ensure that you have adequate Travel Insurance cover in place before travelling.

Please note that, if we are delivering any taught sessions, the final programme will be agreed with you before your visit. Whilst we do our best to deliver the agreed programme, we sometimes must change the programme due to weather or staffing issues. Most changes are insignificant and will not affect your trip. If a significant change has to be made we will inform you as soon as reasonably possible.

6. Our Responsibilities for your Booking

- (1) Subject to the remainder of this Condition 11, we have a duty to select the suppliers of the services making up your booking with us with reasonable skill and care. We have no liability to you for the actual provision of the services, except in cases where it is proved that we have breached that duty and damage to you has been caused. Therefore, providing we have selected the suppliers/subcontractors with reasonable skill and care, we will have no liability to you for anything that happens during the service in question or any acts or omissions of the supplier, its employees or agents.
- (2) We will not be responsible or pay you compensation for any injury, illness, death, loss, damage, expense, cost or other claim of any description if it results from:
 - (a) the act(s) and/or omission(s) of the person(s) affected; or
 - (b) the act(s) and/or omission(s) of a third party unconnected with the provision of the services contracted for and which were unforeseeable or unavoidable; or

- (c) Force Majeure (see Condition 13)
- (3) We limit the amount of compensation we may have to pay you if we are found liable under this Condition 6:
- (a) loss of and/or damage to any luggage or personal possessions and money,

If you bring any valuables, e.g., mobile phone, tablets, jewellery or other personal possessions, you do so at your own risk.

- (b) Claims not falling under (a) above and which don't involve injury, illness or death

The maximum amount we will have to pay you in respect of these claims is the total price paid by you in respect of your booking. This maximum amount will only be payable where everything has gone wrong and you have not received any benefit at all from your booking.

- (4) It is a condition of our acceptance of liability under this condition that you notify any claim to ourselves and our supplier(s) strictly in accordance with the complaints procedure set out in Condition 14.
- (5) Where any payment is made, the person(s) receiving it (and their parent or guardian if under 18 years) must also assign to ourselves or our insurers any rights they may have to pursue any third party and must provide ourselves and our insurers with all assistance we may reasonably require.
- (6) Please note, we cannot accept any liability for any damage, loss or expense or other sum(s) of any description: (a) which on the basis of the information given to us by you concerning your booking prior to our accepting it, we could not have foreseen you would suffer or incur if we breached our contract with you; or (b) relate to any business.
- (7) We will not accept responsibility for services or facilities which do not form part of our agreement or where they are not advertised by us. For example any excursion you book whilst away, or any service or facility which your accommodation provider or any other supplier agrees to provide for you.
- (8) Nothing in these Terms & Conditions shall exclude our liability for death or personal injury caused by our negligence or the negligence of our employees, agent or subcontractors, or for fraud or fraudulent misrepresentation.



7. Your Responsibility & Rules

All participants are expected to behave in line with our [Behaviour Policy](#) and our [Drugs and Alcohol Policy](#). Both policies are available on our website:

www.field-studies-council.org/customerinformation

Our Behaviour Policy sets out your and our responsibilities:

- Everyone should be encouraged to care for themselves, others and the environment.
- Everyone has a responsibility to contribute to a positive, enjoyable and safe environment for all.
- Everyone has a right to learn in a safe, inclusive and fair environment.

You will be responsible at all times for the general conduct of the group participants throughout the visit or experience. All our customers are expected to conduct themselves in an orderly and acceptable manner and not to disrupt the enjoyment of others.

If in our reasonable opinion or in the opinion of any person in authority, you or a member of your party behaves in a way as to cause or be likely to cause danger, upset or distress to any third party, damage to property, equipment or materials, or behaves unreasonably during their transport via minibus or coach, we or they are entitled to terminate the booking of the person(s) concerned without notice or warning and no refund will be due. In such situations the person concerned and/or the members of their party to leave the course, accommodation or other travel service. Our responsibility to the person(s) in question ceases and you will be responsible for making immediate arrangements for them to return, the costs of alternative arrangements and any damages or legal costs incurred.

Field Studies Council has a commitment to enhancing the health and safety and wellbeing of our visitors and recognises the risks that may be caused by the misuse of alcohol, drugs and other substances.

Field Studies Council in no way condones the misuse of drugs or alcohol. At all times Field Studies Council reserves the right to request that an individual leaves its premises immediately if centre staff feel that the individual poses a risk through their activities to other visitors.

No alcohol or illegal/recreational substances may be brought to the Centre by participants on Courses for unaccompanied young people or consumed during the course, even if they are over 18 years old. Any alcohol or illegal/recreational substances will be immediately confiscated, and participants may be asked to leave.

If you are making a Group booking, you agree to:



- Ensure that all details relating to the Booking and any other conditions and relevant general information, including the Participant Information on our Website, are drawn to every Participant's attention before any booking is taken.
- Ensure that the Booking Conditions are drawn to the Participants attention before any booking is taken and that the Participant is given the opportunity to read the Booking Conditions and the Customer Information.
- Make all bookings (whether a Provisional Booking or a Confirmed Booking) in accordance with Field Studies Council's booking procedure as notified by FIELD STUDIES COUNCIL from time to time and collect from the Participants and provide to FIELD STUDIES COUNCIL all information required in order to secure the booking.
- Share with Field Studies Council all relevant medical and dietary information of all participants within the requested timelines.
- Ensure that all participants and/or parents of participants under 18 years, have acknowledged that the activities they are undertaking may carry an additional level of risk and are subject to change before the trip or on the day.

You are responsible for ensuring your group is aware of the payment schedule for your trip, and for these Booking Terms & Conditions. We cannot enter into any dialogue with individuals in your group, or their parents about refunds, cancellations or changes to bookings.

8. Security Deposit and Deductions for damage

You acknowledge and agree that you are required to provide the Security Deposit in line with your booking payment schedule. The amount will be notified to you before your booking and will be held securely for the duration of your booking and for up to 28 (twenty-eight) days after your departure date.

In the event that no loss, damage or unreasonable levels of cleanliness has deemed to have taken place, we aim to refund your Security Deposit within 28 days after your departure from the accommodation.

Please note: The Security Deposit does not limit your financial liability against loss of rental income suffered by us or the accommodation owner. Your liability for losses applies even if the value of the loss exceeds the Security Deposit (in which case you will be required to pay the full amount in excess of the Security Deposit).

If you or any member of your party cause damage to our property or anything within our property, we reserve the right to charge you, or make a deduction from the Security Deposit



equal to the costs that we incur plus an administration fee of £30. You are required to notify us of any damage already present upon arrival within 1 (one) hour of arrival and we recommend taking photographs of any existing damage.

When assessing damages, we will consider and disclaim possible maintenance, cumulative wear and tear and any other pre-existing factors that may have contributed to the damage. We will always be reasonable in determining whether to charge you or make a deduction to the Security Deposit and we will not make a deduction prior to giving you reasonable time to respond, in the event of a dispute we will retain your card details until a resolution is reached.

If we determine it necessary to make a deduction to the Security Deposit, we will deduct the amount required to replace or rectify the damage (on a like-for-like basis).

If your group is disruptive and causes inconvenience to our neighbours or staff eg late noise we reserve the right to charge for the inconvenience caused if it results in a financial cost to us, eg staff time taken.

9. Accuracy of Advertising Material

We endeavour to ensure that all the information and prices both on our website and in any advertising material that we publish are accurate, however, occasionally, changes and errors occur and we reserve the right to correct prices and other details in such circumstances. You must check the current price and all other details relating to the arrangements that you wish to book before you make your booking.

We do our utmost to provide photographs to give you a depiction of the accommodation and services offered. The purpose of these is to show you the level of the accommodation and services and the degree of comfort. Any photographs or diagrams must not be considered to be making any representation for anything other than this purpose.

10. Insurance

We advise you to obtain adequate travel insurance. You should be satisfied that your insurance fully covers all your personal requirements including pre-existing medical conditions, cancellation charges, medical expenses and repatriation in the event of accident or illness. If you choose to travel without adequate insurance cover, we will not be liable for any losses howsoever arising, in respect of which insurance cover would otherwise have been available.

11. Special Requests

Any special requests must be advised to us at the time of booking e.g., diet, room location, special facilities, learning needs etc. You should then confirm your requests in writing. Whilst every effort will be made by us to try and arrange your reasonable special requests, we cannot guarantee that they will be fulfilled. The fact that a special request has been noted on your confirmation invoice or any other documentation or that it has been passed on to the supplier is not confirmation that the request will be met. We can cater for most special diets as specified by culture, religion and medical concerns including allergies and intolerances providing we have adequate notice. Failure to meet any special request will not be a breach of contract on our part unless the request has been specifically confirmed by us. We do not accept bookings that are conditional upon any special request being met.

12. Disabilities and Medical Conditions

We continually work to enable all participants to enjoy the benefits of our courses and experiences. Where applicable, we require medical, additional educational needs and dietary requirements for all participants in advance of your experience. To ensure we can cater for additional needs of an individual, we require advance notice, to enable us to assess our options, agree actions and plan our course. If you or another participant has any medical problem or disability which may affect your booking or require us to adjust, alter or adapt our courses/programmes, you must provide us with full details so that we can try to advise you as to the suitability and to enable us to cater for individual needs. Acting reasonably, if we are unable to properly accommodate the needs of the person(s) concerned, we will not confirm your booking or if you did not give us full details at the time of booking, we will cancel it and impose applicable cancellation charges (see Condition 8 and your Payment Schedule) when we become aware of these details.

13. Force Majeure

Except where otherwise expressly stated in these Booking Conditions we will not be liable or pay you compensation if our contractual obligations to you are affected by "Force Majeure". For the purposes of these Booking Conditions, Force Majeure means any event which we or the supplier(s) of the service(s) in question could not control, the consequences of which could not have been avoided even if all reasonable measures had been taken. Examples include warfare and acts of terrorism (and threat thereof), civil strife, epidemics, pandemics and significant risks to human health such as the outbreak of serious disease at the travel destination (including the ongoing effects of the COVID-19 pandemic), natural disasters such as floods, earthquakes or weather conditions which make it impossible to travel safely to the travel destination or remain at the travel destination, the act of any government or other national or local authority including port or river authorities, industrial dispute, labour strikes,



lock closure, natural or nuclear disaster, fire, chemical or biological disaster, unavoidable technical problems with transport and all similar events outside our or the supplier(s) concerned control.

14. Complaints

We make every effort to ensure that your booking arrangements run smoothly but in the event that you are not satisfied with the course or other services provided in your booking, please inform the relevant Field Studies Council Centre Manager during the stay or your booking contact as soon as possible and provide us with the opportunity to rectify the problem at the time. We aim to resolve your complaint promptly, at least before the end of your course or stay with us. If however, your complaint remains unresolved after 14 days, please provide full details in writing to enquiries@field-studies-council.org or FIELD STUDIES COUNCIL Head Office, Preston Montford, Montford Bridge etc. and we will endeavour to find a satisfactory solution. Failure to follow the procedure set out in this Condition 14 may affect ours and the applicable supplier's ability to investigate your complaint and will affect your rights under this contract.

15. Insolvency Protection

We provide financial security for all residential bookings by way of a bond held by The Association of Bonded Travel Organisers Trust Limited (ABTOT) Member number 5049, of 117 Houndsditch, London, EC3A 7BT.

ABTOT protects non-flight packages sold to UK customers, for residential courses only and provides for a refund in the event that FIELD STUDIES COUNCIL ceases trading and you have not yet completed your booking. Please note that bookings made outside the UK are only protected by ABTOT when purchased directly with Field Studies Council.

In the unlikely event that you require assistance due to our financial failure, please call ABTOT's 24/7 helpline on 01702 811397 and advise you are a customer of an ABTOT protected travel company.

You can access The Package Travel and Linked Travel Arrangements Regulations 2018 here: <https://www.legislation.gov.uk/ukxi/2018/634/contents/made>

You can find out more about ABTOT here: <https://www.abtot.com/>



16. Delays, Missed Transport Arrangements & other Travel Information

If you or any member of your party misses your transport arrangement, it is cancelled or you are subject to a delay that will significantly affect your arrival time for any reason, you must contact us immediately.

17. Excursions

Excursions or other activities that you may choose to book or pay for whilst you are on your booked experience are not part of your contracted arrangements with us. For any excursion or other activity that you book, your contract will be with the operator of the excursion or activity and not with us. We are not responsible for the provision of the excursion or activity or for anything that happens during the course of its provision by the operator.

18. Government Guidance

You are responsible for making yourself aware of all relevant government guidance, including the Foreign, Commonwealth and Development Office advice concerning the safety of the countries and areas in which you will be travelling and to make your decisions accordingly. Advice from the Foreign Office to avoid or leave a particular country may constitute Force Majeure (see Condition 12).

19. Conditions of Suppliers

Some services which make up your booking may be provided by independent suppliers. These suppliers provide these services in accordance with their own terms and conditions which will form part of your contract. Some of these terms and conditions may limit or exclude the supplier's liability to you, usually in accordance with applicable International Conventions. Copies of the relevant parts of these terms and conditions are available on request from us or the supplier concerned.



20. Data Protection, Data Processing and Privacy

Field Studies Council has systems and processes in place to ensure it is compliant with the Data Protection Act (2018), incorporating the General Data Protection Regulations (GDPR 2016) and the Electronic Communications And Privacy Regulations (ECPR 2019).

These documents set out our Data Protection Policy and provide information about our Data-Processing and Privacy commitments. It is important to stress that we will never sell your personal data, and only share information with our service providers who support our day to day operations as a supplier of products and services to you; and as an employer to our staff. Where we do use external agencies and suppliers to support our day to day operations, we ensure that we have the necessary contractual arrangements in place and that our third-party data-processors are Data Protection compliant.

- Data-Protection Policy
- Data-Processing and Privacy Statement
- Website Privacy and Cookies Statement
- Data Compliance Agreement Form (for schools, colleges, and universities)

Due to the nature of the work carried out and services provided by Field Studies Council on behalf of its customers both on-site at its Centres and off-site at field locations, it is necessary that we obtain key personal information about attendees for operational and health & safety reasons.

Because the primary flow of personal data is from group booker/organiser to service provider, Field Studies Council therefore falls within the definition of 'data processor' on behalf of you as 'data controller' to personal information that you as the customer/group organiser/group agent supply to Field Studies Council to enable fulfilment of the booking. To satisfy your obligation as 'data controller' it is recommended that you download, complete, and keep on record a copy of the form that sets out Field Studies Council's data protection responsibilities as data processor. This Data Compliance Agreement form can be accessed from the link above.

21. Support during your booking

Please use the phone number provided for emergencies. This will be answered by a member of staff 24 hours/day but they may not be on-site.



22. Check-in and Check-out

There is no entry to the Centre before 4pm on the agreed date of arrival unless otherwise agreed by Field Studies Council in writing. Charges are payable for early arrival/late departure.

Upon arrival, please report to the reception area. Access to the buildings will only be given once the lead organiser has checked-in and been given a welcome tour.

Bedrooms to be vacated by 9.30am and the Centre to be vacated no later than 10am on the agreed day of departure unless otherwise agreed by Field Studies Council in writing and stated in the 'Additional items' section below.

The Centre should be left as it was found with furniture back in place. Any charges associated with additional cleaning (such as carpet cleaning or removal of unwanted items) will be deducted from the security deposit.

23. Bed Linen

Bed linen will be available in a convenient location as advised during your welcome tour. Duvets, pillows and mattresses must be covered with bedlinen; failure to do so will incur a cleaning/replacement charge. On the morning of your departure, please remove all bedlinen from the beds and place in the laundry hampers in the corridors or as advised in your welcome tour.

24. Activities & Licences

Please send an outline of your planned on-site activities in advance of your stay.

If you have live music and/or selling alcohol you will need your own Temporary Event Notice (TEN) and comply with our site restrictions, including the level and timing of noise. Please contact us to confirm this in advance.

No drones are to be used at any time at the Property.

25. Parking & Smoking spaces

Please restrict parking and smoking to allocated spaces as advised during your welcome tour.

26. Use of power

Your hire of the Centre includes power for hot water and standard domestic appliances (kettles, hairdryers etc). If you are using any equipment that requires additional power, eg bouncy castle, light/sound facilities etc please contact us to ensure the power supply is adequate. It may be subject to additional charge.

27. Office facilities

Please ask us if you need documents printing. This will be invoiced at the end of your stay or taken from your security deposit if the Centre office is open and able to fulfil for you.

28. Cleaning

You will have access to cleaning products, information and equipment. Please do not use your own cleaning products.

29. Waste disposal

- All waste to be properly disposed of in the bins provided, including recycling, food waste and general waste. Any hazardous waste such as batteries should be taken with you for appropriate disposal.
- If you exceed the bin storage, we may need to charge for additional waste collection from your security deposit unless separately paid in advance.

30. Access

Whilst you are the only guests on site, some of our staff and external contractors (including residential staff) may require access to buildings and may be on-site. Please let us know in advance of any external contractors that you are using. We will need to agree in advance if any of them need to be on-site before or after your check-in and check-out times. We must agree any deliveries you are expecting before your arrival. We cannot take food deliveries before you arrive.

31. Fire Regulations

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| Remote-assisted Centre Hire | Centre-supported Centre Hire |
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| Your group must comply with our Fire and Health & Safety guidance when you are in and around buildings. Do not block any fire exits or interfere with smoke alarms. | Your group must comply with our Fire and Health & Safety guidance when you are in and around buildings. Do not block any fire exits or interfere with smoke alarms. |
| You must supply a room plan with names of all individuals on arrival. This must be updated throughout your stay. . | You must supply a room plan with names of all individuals on arrival. This must be updated throughout your stay. |
| Responsibility for evacuation of the building in the event of a fire or emergency will be confirmed with the Group leader on arrival. | Responsibility for evacuation of the building in the event of a fire or emergency will be confirmed with the Group leader on arrival |
| You must not exceed the number of beds in each room and only designated bedrooms can be used for overnight accommodation. | You must not exceed the number of beds in each room and only designated bedrooms can be used for overnight accommodation. |
| No fireworks or sky lanterns shall be used at the Property or in the surrounding area. | No fireworks or sky lanterns shall be used at the Property or in the surrounding area. |
| Candles/naked flames must not be used at the property unless battery operated. | Candles/naked flames must not be used at the property unless battery operated. |

32. Kitchen equipment & cooking

If you are self-catering, you will be provided with a manual containing instructions for all kitchen appliances. As these will be different to standard domestic kitchen equipment, please make sure that you read and follow the instructions. You also agree to these conditions:

(1) Compliance with Regulations

- The Field Studies Council ensures compliance with food hygiene regulations before the rental period begins.
- You will receive an induction to the kitchen and equipment.
- You are advised to possess food hygiene training or certification.
- Equipment should only be operated by trained personnel following provided guidance and manuals, including the "Safe Use of Equipment" document.

(2) Nut-Free Policy and Food Handling

- We do not use nuts in any food prepared on-site in our centres. Our suppliers provide nut-free products, and our catering environments have risk-assessed procedures to minimise cross-contamination risk. While we cannot guarantee freedom from nut traces, we request that you do not bring nut products into our catering environments.
- Food may only be stored in the kitchen during events and must be removed promptly afterward.
- Cooking is restricted to designated kitchen areas unless specifically authorised in writing by the Field Studies Council.

(3) Hygiene and Safety Practices

- You must ensure compliance with food safety practices, waste management, and fire prevention protocols.
- Individuals under 18 years old are prohibited from using Field Studies Council kitchen facilities.
- You must ensure any brought-in electrical equipment is PAT tested and complies with legal requirements, with certificates available upon request.

(4) Equipment Maintenance and Damage Reporting

- You must promptly report any damage to Field Studies Council equipment or crockery, potentially incurring repair or replacement fees.
- You are responsible for restoring facilities to food safety standards, particularly focusing on deep fat fryers, ovens, fridges/freezers, and overall cleanliness. Additional cleaning fees may apply if necessary.

(5) Liability and Indemnification

- The Field Studies Council assumes no responsibility for food prepared or brought into the venue by guests, including incidents of food poisoning or related issues.
- While providing induction and maintaining equipment, the Field Studies Council disclaims liability for accidents unless caused by negligence. You are responsible for compliance with safety standards and legal requirements.
- You agree to indemnify the Field Studies Council against all claims arising or associated party negligence during the rental period.

33. Outdoor cooking and fire use

Outdoor cooking and fire use is permitted only in pre-approved, designated areas identified and managed by the Field Studies Council. This includes the use of barbeques, gas burners, fire pits, and other cooking or heating devices. As stated in 'Section 32. Kitchen equipment and cooking', the use of outdoor cooking and heating equipment must be authorised in writing before your stay. You, or another responsible adult in your group, must sign acceptance of these conditions and relevant safety measures before using any outdoor cooking or fires for cooking during your stay. Outdoor cooking and fire use is subject to these conditions:

(1) Site Conditions

- Use is subject to dynamic review based on weather and fire risk. Fires may be banned during dry, windy, or high-risk periods. Staff may enforce a total fire ban at any time.
- Spot checks will be carried out in line with Field Studies Council's safety policies

(2) Equipment and Location Standards

- Moveable fire pits must be robust, stable, and raised to prevent damage or scorching.

- BBQs and burners must be placed at least 5 metres away from tents, trees, structures, or flammable materials.
- Cooking must not occur in enclosed spaces without ventilation and carbon monoxide detection, due to the risk of carbon monoxide buildup causing serious harm or death.
- Gas bottles must be stored securely and upright, preferably in a gas bottle cage if available, and changed only by competent adults.
- Use the smallest appropriate fuel container (e.g. a small gas bottle) to minimise the risk associated with gas storage and handling.

(3) Fuel, Waste and Prohibited Materials

- No accelerants (e.g., petrol, lighter fluid) are permitted.
- Do not burn plastic, treated wood, or household waste.
- Ashes must be cooled, fully extinguished, and disposed of only in designated locations.

(4) Supervision and Fire Safety

- Fires must never be left unattended. A responsible adult must supervise at all times.
- A fire extinguisher is available on site and its location will be indicated to the Responsible Person upon arrival. A suitable and ample means of extinguishing the fire / apparatus must also be kept at hand by the group during any cooking or fire activity.
- Where extinguishing equipment is provided, appropriate instruction or briefing on its use will be offered to ensure users are prepared to act in case of an emergency.

(5) Compliance and Enforcement

- The Field Studies Council reserves the right to require any fire to be extinguished immediately, without discussion, if risk levels rise.
- Customers must always comply with staff instructions.
- Failure to follow these conditions may result in removal from site or termination of stay.
- No refund will be issued in the event of termination of stay due to fire safety non-compliance.

34. Decorations

Please be respectful if you wish to decorate the property for a special occasion. Guests must not bring balloons with glitter into the property or garden and must not stick banners, etc. to the walls due to the risk of marking/damaging paintwork.

35. Catered stay

When booking a catered visit, our standard catering package includes breakfast, packed lunch and a 2-course evening meal. Any additional catering requirements must be agreed by the centre in advance and final numbers confirmed no later than 12 weeks before arrival. This is subject to a minimum quantity (50% of centre bed number).

36. Concerns or issues

Any complaints or concerns that you may have about the Centre or the Centre's condition should be communicated to the Field Studies Council as soon as possible after the issue first comes to your attention.

37. Centre-supported Centre Hire bookings include:

| | |
|---------------|--|
| Daily meeting | A member of Centre staff will meet your group leader at agreed times daily to answer queries, share any concerns and agree any changes eg catering. |
| Cleaning | Surfaces and floors in Common areas will be cleaned daily. The kitchen/bedrooms will be cleaned on alternate days. This does not include tidying or disposing of materials left by groups eg craft materials, paint, glue, glitter, food. Daily: in buildings open to guests: common rooms, downstairs toilets, dining area, corridors. Every other day: in buildings open to guests: as above plus kitchen, bedrooms and bedroom area corridors, en-suite and shared bathrooms. |

38. Extended stays (8 nights or more) to include:

| | |
|----------------|---|
| Bedding change | We will leave laundry bins and clean bedding on landings/corridors for you. Please ensure all used sheets, duvet covers and pillowcases are placed in the laundry bins for us to collect. |
|----------------|---|

39. Additional items that may be agreed in advance with you:

- Pre-booking visits.
- Early arrival/late departure.
- Early access/late departure from classrooms.
- Additional accommodation
- Use of specified buildings on-site or in grounds.
- Additional cleaning.
- Sensor light adjustment.
- Catering.
- Additional power requirements.

40. Law and Jurisdiction

These Booking Conditions are governed by English law and we both agree that the courts of England and Wales have exclusive jurisdiction over any dispute, claim or other matter which may arise between us (unless you live in Scotland or Northern Ireland, in which case you can bring proceedings in your local court under Scottish or Northern Irish law, as applicable).