Terms and Conditions

Please read these Terms and Conditions carefully. They, along with any supporting documents we provide, form the basis of your contract with UK Youth and become legally binding once your booking is made.

Introduction and Definitions

1.1 'You' / 'Your' Refers to the organisation or individual making a booking and named in the booking confirmation. This includes all members of the party for whom the booking is made and anyone appearing to act on your behalf.

1.2 'We' / 'Us' Refers to UK Youth (Registered Charity No. 1110590), of Avon Tyrrell Outdoor Centre, Bransgore, Hampshire, BH23 8EE.

We aim to provide a relaxed, accessible, and natural environment suitable for all groups and families. To ensure maximum enjoyment for your group and all other guests, you are required to comply with all conditions in this contract.

1.3 Contractual Conditions

The conditions of this contract apply to your booking. No variation to these conditions shall be binding unless agreed in writing by authorised representatives of UK Youth.

For avoidance of doubt, the contract is between you and us, and any claim for non-payment of the booking value, or any part thereof, shall be brought against you.

Bookings and Payments

2.1 Organisation or Group Bookings

Where your booking includes members from an organisation, institution, family, friends' group, or similar, you must provide the following before we can confirm your booking:

a. The name and type of organisation/institution.
b. Details of the lead contact person for the duration of the booking.
c. Any additional information we may reasonably require.

2.2 Group Booking Forms

For group bookings, you are required to complete in advance:

- Rooming forms
- Catering forms
- Activity medical forms

Amendments can be confirmed on arrival or submitted prior to your visit by the group leader or designated individual on arrival. All forms must include the name(s) of the booking leader(s) who will accept overall responsibility for the whole party.

2.3 Group leaders must:

- Be over 21 years old
- Accept responsibility for managing the group
- Be present for the duration of the stay

Additional information must be provided for guests with restricted mobility, special needs, and/or care requirements.

2.4 Arrival and Departure Times

The following times must be adhered to unless we expressly agree otherwise

	Arrival	**Departure**
Manor House	Midday on Monday 3pm on all other days	4pm on Sundays 10am on all other days
Lodges	3pm	4pm on Sundays 10am on all other days
Camping	1pm	11am

On the day of your departure, you are welcome to remain onsite until 4pm, however please ensure all accommodation and camping areas are vacated promptly at the designated time.

Late check out may be possible, but only by prior agreement, and we reserve the right to apply proportionate charges to the cost of your booking.

2.5 Price Adjustments

We reserve the right to increase or decrease prices in line with changes to VAT or any other dues or fees, with written notice provided.

2.6 VAT and Exemptions

From 1 April 2019, we have been able to vary the VAT charged on your booking in alignment with certain VAT exemptions. Where applicable, bookings will be quoted and invoiced under the correct VAT treatment. Decisions are based on the information provided by you, and you must notify us immediately if you believe the wrong VAT treatment has been applied.

2.7 Quoted Prices

Unless stated otherwise, all quoted prices are net of VAT. VAT is payable by the customer at the prevailing rate, unless an exemption applies under VAT law.

2.8 Amendments

Any amendment to goods or services requested by you and agreed by us may result in a change to the original price.

Cost changes will be confirmed to you, and once agreed, they form a binding part of the booking contract.

2.9 Discounts

Any discount applied to a quotation is specific to that quotation only and is not binding for future contracts.

2.10 Additional Goods or Services

You agree to pay for any extra goods or services requested by any guest or representative of your party at any time, including during your stay at Avon Tyrrell.

2.11 Payment Methods

Payment may be made by BACS, cash, cheque, credit or debit card, or Apple Pay.

2.12 Payment Terms

Except for bookings requiring full payment at the time of booking, all sums under the Contract are due 30 days after dispatch of the relevant invoice, including:

- A deposit invoice prior to your visit
- A final invoice following your visit

3 Cancellations, Amendments and Force Majeure

3.1 General Cancellation Information

Bookings can be cancelled with no cancellation charge within 48 hours of the booking being made, except for bookings where the arrival date is within the next 48 hours. In these cases, if you choose to cancel, no refunds or credits will be given.

3.2 For general bookings the below cancellation terms apply

Time before Arrival	Cancellation Fee
More than 12 weeks	No charge
Within 12 weeks	50%
Within 8 weeks	75%
Within 4 weeks	100%

3.3 Scope of Cancellation Fees

Where a booking is cancelled in its entirety, the percentages above apply to the total booking cost.

Where cancellation relates to selected resources or aspects of a booking, the percentages apply only to those specific elements.

3.4 Non-Refundable Bookings

Bookings requiring full payment at the time of booking (e.g., Go Adventure, Bike Hire, and Events) are non-refundable and non-transferable, unless otherwise stated.

3.5 Third-Party Bookings

For bookings made via third parties (e.g., Pitchup.com, Booking.com, Campsites.co.uk), our standard cancellation policy applies.

Any commission fees charged by third parties are non-refundable unless otherwise stated.

3.6 Changes Within 2 Weeks of Arrival

Any alterations requested and accepted by us from 2 weeks prior to the booking start date may incur additional charges to cover non-recoverable internal and/or third-party costs (e.g., purchase of supplies, activity consultants, freelance instructors).

3.7 No Refunds for Unused Accommodation or Facilities

No refund will be made for accommodation or facilities not used, or if accommodation is vacated before the departure date, for any reason.

In particular, you acknowledge that we reserve the right to terminate your booking and require you to leave the site if your group's behaviour or activities:

- Infringe on the enjoyment or safety of others,
- Put our reputation as a safe venue at risk, or
- Breach any terms of this Contract.

3.8 Health-Related Cancellations

If any member of your party has, or has recently had, an infectious or contagious medical condition and we consider it necessary to protect the health of others. We have the right to:

- Cancel your booking,
- Restrict participation in certain activities, or
- Terminate your booking and require immediate departure,

You must inform us immediately if any such condition develops within 4 weeks prior to your arrival or during your stay.

3.9 Exceptional Circumstances & Credits

No refund will be made due to personal circumstances outside the control of the Charity. In exceptional circumstances, an alternative date or activity may be offered.

Credit notes, unless explicitly stated otherwise:

- Can only be used against accommodation or activity costs,
- Must be used within an agreed timeframe (provided in writing), after which they expire.
- Credits cannot be transferred once booked, unless the re-booking is cancelled by us.

3.10 Force Majeure

We will not be liable for any delay, failure to perform, alterations, or cancellations due to any cause beyond our reasonable control, including but not limited to:

- Strikes, lock-outs, or labour disputes
- Acts of God, war, riot, civil commotion, or terrorism
- Malicious damage or threats to safety
- Compliance with any law, governmental order, rule, regulation, or direction
- Accident, environmental contamination, pandemic, or infectious disease outbreak
- Breakdown of plant or machinery, fire, flood, or storm
- Difficulty or increased expense in obtaining workmen, materials, goods, or raw materials in connection with the performance of this agreement

3.11 Unexpected Closures

When you book to visit Avon Tyrrell, your payments are held securely until your visit, in accordance with these Terms & Conditions. Should we be forced to close unexpectedly, we will:

- Refund bookings in full, or
- Offer a credit or allow the booking to be moved to a later date.

Where possible, we request you consider supporting our charity, UK Youth, by accepting a credit or rescheduling your booking.

3.12 Illness During Your Stay

Should you fall unwell during your visit, you will be liable for the full cost of your accommodation for the entire duration of your stay, not just the days originally booked.

No partial refunds will be given if you leave early.

We also reserve the right to require you to vacate the premises at the designated end of your booking, regardless of personal circumstances.

3.13 School and Organised Group Visits

For organised school visits or similar bookings, the following rules apply for packages and per-person bookings:

- If an individual or small number of students are unable to attend due to an infectious disease (with evidence), we will discount these places from the final booking value, up to a maximum of 10% of the group, less any non-recoverable costs incurred.
- If the entire booking must be cancelled, you will remain liable for cancellation charges as per the standard cancellation policy. We strongly recommend that organised groups take out appropriate insurance to cover potential losses.
- In the event of a government-enforced lockdown, we will either refund your booking in full or provide a credit for the value of the booking.

4 Accommodation

4.1 Sole Occupancy of the Manor House

We only accept sole use of the entire House for bookings of more than 60 people.
For bookings of fewer than 60 people, the remaining space may be made available to another group of a similar type, suitable to share the House facilities.

4.2 Deposits for Group Bookings

For group bookings not paid in full at the time of booking, a deposit must be paid to secure your booking once costs are confirmed or deposit invoices issued. Deposits must be paid no later than 12 weeks prior to your visit. If a deposit is not received within this timeframe, your booking may be automatically cancelled, and we will send correspondence to confirm the cancellation.

4.3 Confirmation of Booking

Payment of your deposit constitutes acceptance of this Contract and confirms that we have accepted your booking.

4.4 Care of Accommodation

Guests are expected to use accommodation and its contents with care. On departure, accommodation should be left clean and tidy and we reserve the right to charge for extra cleaning, missing, or damaged items.

4.5 Right of Entry

We may enter accommodation at any time for reasonable purposes, such as inspections, maintenance, housekeeping, or repairs.

4.6 Payment and Access

Access to accommodation may be denied if payment has not been received to reserve your booking.

4.7 Keys
Key codes to the Main House and lodges are issued once a full list of guests and the group leader's contact details have been provided. Lost keys (where provided) will be charged at £20 per key.

5 Activities and Facilities

5.1 Availability
All activities and facilities are subject to availability and cannot be guaranteed unless booked in advance.

5.2 Cancellations or Amendments Due to Weather
We reserve the right to cancel or amend any activity if weather conditions make it unsafe. Where possible, we will substitute the activity with an alternative at the planned time and date.

If no suitable alternative can be provided, a full refund will be given.
No refund will be provided if an activity is cancelled and a suitable alternative is offered.

5.3 Maintenance Closures
We reserve the right to close access to activities or facilities for essential maintenance. In these cases, we will provide as much notice as possible and offer a suitable alternative. Refunds or adjustments will only be considered if no suitable alternative can be provided.

5.4 Weather-Related Changes
Weather conditions at any time may affect the delivery of activities. We reserve the right to offer alternative activities or delay an activity until conditions improve.

5.5 Bike Track and Fishing Lake Closures
Bike Tracks or our fishing lakes may occasionally be closed due to volume of users or for exclusive use. Updates will be published on our website and social media channels.

5.6 Qualified Staff & Safety
As an accredited LOtC and AALA provider, all activities are delivered under the supervision of qualified and trained staff. All visitors must adhere to guidance or instructions from activity staff.

For activity-specific risk assessments and accreditation details, please visit the resources page on our website.

5.7 Activity Restrictions
Some activities have height, age, or weight restrictions for safety reasons.

Full details are available on the resources page of our website. Anyone deemed under the influence of alcohol or drugs is not permitted to participate in instructed activities.

5.8 Existing Physical Injuries or Medical Conditions

Any relevant existing injury or medical condition must be disclosed on the medical form and to the instructor at the start of the session.
The instructor may escalate to a senior instructor if participation could pose a risk.
We strongly recommend seeking professional advice prior to booking or starting an activity to ensure it is suitable and safe.

5.9 Pregnancy Policy

Pregnant visitors are advised not to participate in activities requiring restrictive safety equipment, including all activities at height.

5.10 Activity-Specific Clothing

For all activities, a top covering the shoulders is recommended. Secure footwear that protects the toes and is held at the heel is mandatory for certain activities, where these conditions apply Crocs may be worn if they have a heel strap, however, sliders, sandals, and flip-flops are not permitted.

We strongly recommend trainers for land and off ground activities and water shoes or old trainers for lake activities.

6 Supervision and group responsibilities

6.1 Group leader control and conduct

Group leaders are responsible for ensuring a high standard of good conduct within their groups. Young people must be accompanied by suitably experienced adult leaders, and we strongly recommend a ratio of 1:10 for both accommodation and activities.

6.2 Damage and additional Costs

Groups are responsible for the cost of repairs necessitated by any damage they may cause to our property and equipment and any excess cleaning required to the accommodation. In the case of a charge being deemed as necessary, this cost will be added to the final invoice and the booking contact lead person informed.

6.3 Self Led Activities

Self-Led Activities run on the Avon Tyrrell Site are run at the participants own risk and group leaders must carry out their own Risk Assessment of such activities before undertaking them. Groups must inform Reception Staff of any Self Led Activities they intend to run on site prior to undertaking them. With self-led activities we may ask for evidence of current Public Liability insurance and access to the activity written risk assessment. At any time, we reserve the right to refuse a Self-Led Activity to be undertaken.

6.4 Behaviour and Quiet times

Your behaviour should not be excessive, noisy, or disruptive, especially at night. You must show consideration to, and not impair the enjoyment, comfort, or safety of, other guests and staff. Offensive or illegal behaviour will not be tolerated and may result in the police being involved. We operate a 10pm to 7am quiet period across the site which we ask you respect each night you are on our site.

7 Health, Safety and Security

7.1 Road Safety

Always obey the displayed speed limits on site.

7.2 Water Safety

Diving, paddling, and swimming in the lake is not permitted unless on instructed sessions or with prior agreement.

7.3 Fire Safety

Do not light fires in forest or woodland areas. Bookable campfire sites and communal fire pits are available.

BBQs are only permitted in designated areas and must be off the ground. Improper use of BBQs may result in liability for damage, including underground fires.

To protect the safety of guests, staff, property and the surrounding environment, Avon Tyrrell reserves the right to prohibit or restrict the use of campfires, fire pits, BBQ's, stoves, candles, lanterns or any other naked flames at any time. This may be necessary during periods of extreme weather, dry conditions, high winds, elevated fire risk or where required by legislation, guidance by relevant authorities, or operational safety considerations. Any such restrictions will take immediate effect and must be complied with by all visitors and groups. Failure to comply may result in the individual or group being required to leave the site, and/or termination of the booking without refund. No refunds will be payable where fire-related activities are restricted for safety reasons and suitable alternatives are offered. If a suitable alternative cannot be offered, then we will provide a refund or credit.

7.4 Estate Boundaries

The adjoining estate may have barbed wire fences, exercise caution near these areas.

7.5 Personal Belongings

Personal belongings are your responsibility during your stay.
Vehicles parked on site are the responsibility of the owner. Vehicles must be locked securely.
We accept no liability for loss, damage, or accidents unless caused by our negligence.

7.6 Lost Property

Lost items, including valuables (phones, keys, wallets), will be kept for 7 days. If the owner can be identified, we will contact them. The owner is responsible for collection or postage costs.

7.7 Respectful Behaviour and Prevention of Harassment

Avon Tyrrell is committed to providing a safe, inclusive and respectful environment for all guests, staff, volunteers and visitors. Harassment, discrimination, bullying, threatening behaviour, victimisation and sexual harassment will not be tolerated. We reserve the right to remove any individual from activities or the site, or terminate a booking without refund, where behaviour is deemed inappropriate, unsafe, breaches this requirement or is likely to cause distress to others.

The booking organiser is responsible for ensuring all members of their group understand and comply with this requirement and for taking appropriate action to address any concerns raised during their visit.

8 Disabilities and Special Requirements

8.1 Accessibility and Suitability

We welcome guests with restricted mobility, special needs, or care requirements, provided we have discussed and agreed the suitability of our site and activities before accepting your booking. We strongly recommend pre-visits to ensure our site meets your needs.

8.2 Adapted Accommodation and Equipment

For guests with additional support requirements, we can offer adapted accommodation and access support equipment. To ensure availability, we strongly advise contacting us or conducting a site visit in advance to discuss your requirements and pre-book any equipment, as availability may be limited.

8.3 Support Requirements

Guests with additional support needs must be capable of independent living or have adequate support from suitably qualified or experienced adult carers.

At least one competent person must be able to administer appropriate medication and first aid as needed. Our staff can provide general first aid and medical assistance only; we cannot provide routine or specialised medical care.

9 Safeguarding

9.1 Compliance

Where a booking includes young people, groups will be expected to adhere to current child protection legislation and our policy for safeguarding and child protection, unless your

groups own child protection policy exceeds these recommendations. A copy of our Safeguarding policy can be found on our website.

9.2 Site Safety

We want to maintain a safe and secure environment for all our guests including groups and families and may ask for identification on arrival. We don't knowingly allow anyone to use or visit our site who is a convicted child sex offender or subject to the notification requirements of the Sexual Offences Act 2003, or subject to a Sexual Risk Order or Child Abduction Notice.

9.3 Reporting concerns

Safeguarding concerns can be reported to our staff, Reception or out of hours on call. We further ask that if you are aware of a safeguarding incident, or a safeguarding incident occurs within your group or local environment whilst at Avon Tyrrell, you immediately inform Reception during working hours and our on-call staff out of hours. All safeguarding incidents will be investigated.

10 Data Protection and Privacy

10.1 Personal Data

UK Youth take measures to protect the personal data held by us. Personal data collected from you including personal data relating to members of your group will only be used by Avon Tyrrell to fulfil our obligations under the Contract including the administration of your booking, in the arrangement and provision of the Activities and in complying with our obligations in relation to health & safety and other regulatory obligations.

All personal data is processed in accordance with data protection legislation. For further information please see our Privacy Policy located in the footer on our website https://www.avontyrrell.org.uk

11 CCTV

11.1 Purpose and compliance

The Charity uses closed circuit television (CCTV) images to provide a safe and secure environment for employees and visitors to the Charity's premises, and to protect the Charity's property.

The Charity use and management of the CCTV equipment and images is compliant with the law relating to data protection (currently the General Data Protection Regulation ("GDPR"), the Data Protection Act 2018 (DPA 2018), the Employment Practices Code and the Information Commissioner's Office CCTV Code of Practice.

The Charity's CCTV facility records images only internally. Externally there is audio recorded but this is only accessed in the event of an incident.

12 Dogs

12.1 General rules

Dogs are permitted only in designated areas of the site, and in public areas all dogs must always remain on a lead and be kept under the full control of their owner. Owners are responsible for ensuring their dog's behaviour does not cause disturbance, damage, or risk to others. We reserve the right to request the removal of any dog that is not adequately controlled or that poses a nuisance.

12.2 Dogs in accommodation

Dogs are permitted only in designated dog-friendly lodges. No dogs except for assistance dogs, are allowed in the main house or in any accommodation not specifically identified as dog-friendly. Owners must ensure that dogs do not climb onto or use any furniture, including beds, sofas, and chairs.

12.3 Damages associated with Dogs

Any damage, or requirements for excessive cleaning, or additional maintenance required as a result of a dog being brought into non-permitted areas, or onto furniture may incur additional charges. We reserve the right to request the removal of any dog if these conditions are not followed.

12.4 Guest safety

For the safety and comfort of all guests, aggressive or banned dog breeds are not permitted on site. This includes, but is not limited to, Pit Bull Terriers, Japanese Tosas, Dogo Argentinos, Fila Brasileiros, American XL Bullies, or any crossbreeds of these types. Please check with the booking team before your visit to confirm whether your dog is permitted.

13 Complaints

13.1 During your stay

In the event you are not satisfied with any part of your visit, you should speak to a member of the reception team so we can work with you to resolve the issue as quickly as possible.

13.2 After your visit

After your visit complaints can be raised by emailing info@ukyouth.org and marking your email clearly as a complaint. For further concerns including detail of how your complaint was initially handled by us, please follow our full complaints policy and by completing the complaints form on our website.

14 The Environment including Waste Disposal, Clinical Waste & Recycling

14.1 Natural Hazards

Avon Tyrrell is in the New Forest, a natural habitat for flora and fauna such as snakes, insects, spiders, rodents, ticks, nettles, brambles, and hogweed. We do not accept responsibility for accidents, bites, or stings associated with wildlife on site.

14.2 Care for Property and the Environment

Please treat all accommodation, property, and facilities carefully and appropriately.
Please help us respect and protect the environment:

- Look after plants and animals
- Use designated paths and tracks wherever possible
- Avoid newly sown grass, shrubs, and areas fenced or marked as off-limits

14.3 General Waste

- For residential guests please use general waste bins provided in your accommodation
- For campers and day visitors, communal bins are located around the site, including the general waste skips by reception.

14 4. Recycling

- Recycling is mandatory where possible.
- A recycling centre is located near Café Explore for paper, cardboard, bottles, cans, plastics, and clinical waste.

14.5 Food Waste

- For residential guests please use bins provided in your accommodation
- For campers and day visitors where these facilities are not available, please ensure food waste in secured and disposed of in the designated general waste bins provided.
- All guests should take reasonable steps to minimise food waste, prevent littering and attracting wildlife, pests or vermin.

14.6 Hazardous Waste

- Sharp objects or broken glass should be carefully wrapped and placed in large bins by Reception.
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14.7 Clinical & Chemical Waste

- Contact Reception to arrange disposal of clinical waste or needles.
- Chemical and grey water must be disposed of at designated points. Improper disposal may incur additional charges.
- If unsure about any waste, contact Reception for guidance.

15 Smoking, Drugs and Alcohol

15.1 Smoking

Smokers must act with care and consideration for other guests.
All buildings and activity bases are no-smoking areas, including e-cigarettes and vaping.
Individuals not adhering to these rules will be asked to stop, and persistent offenders may be asked to leave immediately.

Disposal of cigarette stubs and matches should be in appropriate bins and extra care must be taken in forest or planted areas.

15.2 Alcohol

All individuals and groups must be respectful of those around them and comply with the behaviour expectations outlined elsewhere in these Terms. Adults may consume alcohol in moderation, on the understanding that Alcohol must remain within accommodation areas and not negatively impact other guests.

Persons deemed drunk or disorderly may be asked to leave the site immediately.

The following guidance is provided by accommodation area.

- Main House - Shared use: alcohol consumption limited to the lounge area.
  Sole occupancy: alcohol consumption at the group's discretion.
- Lodges - Alcohol consumption inside the lodge is at the group's discretion but there should be limited consumption on outside decking. Please keep noise quiet by 10pm and avoid loud music.
- Camping - Moderate alcohol consumption allowed in and immediately around tents. Noise must be kept down by 10pm, and bottles/cans should not be left outside to protect young guests and wildlife.

15.3 Illegal Drug use

We have a strict no illegal drugs policy. The use, possession, or distribution of illegal drugs on the premises is not permitted. If there is reasonable evidence of such activity, we may immediately terminate your stay and will notify the appropriate authorities.

16 Failure to comply

16.1 Right to Cancel or Evict

We reserve the right to cancel your booking or instruct you or your party to leave the site immediately, without compensation or refund, if you do not comply with any contractual terms.

16.2 Site Rules and Guidelines

Before your visit, you will receive our site rules, guidelines, and expectations.
You are required to read and understand these to ensure the safety of all staff and guests.
Failure to comply may result in being asked to leave the site without compensation or refund.

17 Other

17.1 Photography and Marketing Consent

We may take photographs or videos for marketing purposes from guests who have given authorised consent. Do not photograph or video individuals, especially children, without consent. We reserve the right to request deletion of any images taken without permission.

17.2 Messages

Limited facilities exist for receiving messages at reception. We will act reasonably to assist but cannot guarantee delivery times. Guests remain responsible for checking incoming messages or post.

17.3 Deliveries

Unless agreed in advance, we cannot accept deliveries on your behalf and accept no responsibility for postal or parcel deliveries.

17.4 General Clothing Requirements

As a venue for young people, all guests must always wear appropriate clothing, at minimum this includes shorts and a top.

18 Further Information & Insurance

18.1 Insurance

We hold public and employer's liability insurance and strongly recommend taking out your own insurance for accidents, illness, loss of personal belongings, or cancellation.

18.2 Reporting Issues

Report any problems to Reception staff who will assist you. For further concerns, request to speak with the Duty Manager. (see complaints section 13)

19 Site Regulations & Prohibited Items

19.1 Personal Information

For legitimate purposes, we may request the name, age, and gender of each guest in line with data protection regulations.

19.2 Prohibited Items

Do not bring shotguns, firearms, air weapons, archery equipment, or similar items.
Illegal drugs are strictly prohibited on site.

19.3 Drones and unmanned aerial vehicles (UAVs)

The use of drones, unmanned aerial vehicles (UAVs), or any remotely operated or autonomous flying devices is strictly prohibited on all areas of the site without prior written consent and an appropriate license.

This restriction is in place to ensure the safety, privacy, and enjoyment of all visitors, staff, and participants, as well as to protect wildlife, property, and sensitive activities conducted on site.

Any individual found operating a drone or similar device without explicit permission will be required to cease operation immediately and may be asked to leave the premises.

Please Note: UK Youth / Avon Tyrrell reserves the right to occasionally operate drones across the site for official marketing and maintenance purposes. These flights will always be conducted by licensed operators in strict accordance with CAA regulations, prioritising safety and maintaining the utmost respect for the privacy, peace, and comfort of all our guests and visitors.

19.4 Smart digital technology

Any person found using smart technology inappropriately on site will be required to stop immediately and may be asked to leave the premises. To protect the privacy, safeguarding, and security of all participants, staff, and visitors, the use of smart glasses is strictly prohibited on site. Any breach of this policy may result in removal from the site and, where applicable, the suspension or termination of the booking, activity, or participation without refund.

20, Our Commitment to Safety

20.1 Emergency procedures

We maintain emergency procedures and staff are first aid trained. Whilst you are staying at Avon Tyrrell, we require you to follow all safety instructions given by staff, use equipment responsibly and wear appropriate protective equipment when asked to do so whilst participating in our activities.

We ask that accidents, near-misses, and safety concerns are reported so we can investigate and take any appropriate action required. Feedback is welcomed to improve safety measures.

End