



Terms and conditions

1. A provisional booking will be held for 2 weeks.
2. Bookings can only be confirmed when a completed booking form and relevant deposit have been received.
3. Deposits

Guides and scouts For residential a non-refundable deposit of 25% of the full booking fee is required. For day and evening bookings a non-refundable deposit of 50% of the full booking fee is required. The balance of the fees is required at least 2 weeks prior to the visit.

Other users For residential, day and evening bookings a non-refundable deposit of 50% of the full booking fee is required. The balance of the fees is required at least 2 weeks prior to the visit.

4. Cancellation
In the event of a cancellation the deposit is non-refundable.
In the event of a cancellation within 3 months of the visit, a further cancellation fee of 25% of the full booking fee will be required.
For any booking cancelled within 2 weeks of the visit the full booking fee will be required.
5. Non Guide/Scout groups are required to have their own public liability insurance (a minimum of £5million) and evidence of this must be provided before the start of the booking.
6. NH reserves the right to cancel a booking should the need arise. All monies paid to NH in respect of the booking will be refunded in full.
7. Access to the site is with agreement of the warden and will be based on the times indicated on the Northern Heights website and in agreement with the group leader.
8. Group leaders are responsible for arranging for their group to be met at the car park by a suitable member of their team to help maintain the safety of all on site.
9. All visitors are responsible for their own property whilst on site.
10. Accidents or injury must be immediately reported to the warden.
11. Although facilities are available onsite, group leaders are responsible for their own first aid provision.
12. Whilst appreciating that minor accidents can occur, wilful or major accidental damage must be paid for and will be billed to the group following the visit.
13. Groups are required to clean the building before leaving the site. A cleaning checklist is available in all buildings. It is the responsibility of the group leader to ensure that cleaning takes place. The Warden will inspect the building before you leave. A cleaning service can be provided at an additional cost but basic cleaning must still be undertaken (bins taken out, washing up, putting away etc, the warden will provide a full list).
14. Groups must bring their own cleaning materials, tea towels, toilet rolls and refuse sacks. All rubbish must be bagged up and placed in the large bin situated in the main car park.
15. Mattresses are provided but users need to bring all other bedding plus personal wash items and towels.
16. Outdoor shoes/boots are only allowed in the boot rooms / entrance lobbies. All users must bring indoor shoes.
17. No dogs (except assistance dogs) may be brought on to site. Assistance dogs must be notified in advance of the visit.
18. Smoking is not permitted inside any building. Designated smoking areas exist within the grounds.
19. Minibuses and large vehicles must use the main car park and may not be driven on the track to the top of the field. Vehicles are not allowed on to the field. The site is accessible to coaches with a MAXIMUM length of 12 metres.
20. Campers may only light fires on the concrete fireplaces provided on the field and in the campfire circle.
21. In the event of a wet strike when using Northern Heights tents, arrangements must be made with the Warden.

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