



Please take time to carefully read the following Terms and Conditions and the documents we send you as they form the basis of the contract between You and The Reptile Academy Ltd which comes into effect when you make your booking. By making this booking you are entering into a legal contract with The Reptile Academy Ltd and agree to be legally bound by its terms and conditions.

Terms and Conditions

1. In these terms and conditions, **'You'** means the organisation, or an individual making a booking and named in the booking confirmation and includes all members of the party for which the booking is made and anybody appearing to act on your behalf.
2. **'We'** and **'Us'** means The Reptile Academy Ltd (Registered in UK No. 11421088) of 71 Shelton St, London WC2H 9JQ.
3. Where a party or a booking is to include members from an organisation/institution/family/friends' group or similar body you must tell us the following before we can confirm your booking: the name and type of organisation/institution etc. details for the contact person making the booking and any other information we may reasonably require.
4. For group bookings, you are required to complete in advance of your stay rooming, catering and activity medical forms. We will on arrival confirm with you any amendments. Changes may also be made prior to your visit by email, or by the group leader or a designated individual on arrival. All forms must show the name(s) of the booking leader(s) who accepts overall responsibility for the whole party. Group leaders must be over the age of 21, and accept responsibility for managing the group and, present for the duration of the stay. Additional information should also be provided to us for guests with restricted mobility, special needs and/or care requirements.
5. Our aim is to provide a relaxed atmosphere suitable accessible for all groups and families in a natural environment. To ensure the maximum enjoyment of your stay and that of all our other guests we require you to comply with all the conditions in this, our contractual agreement with you.

Contract Conditions

6. The conditions of this contract shall apply to your booking. No variation to these conditions shall be binding unless agreed in writing by the authorised representatives of The Reptile Academy.
7. For the 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.
8. This Contract and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be interpreted in accordance with and governed by the laws of England and Wales.



Changes and Cancellation Charges

9. All bookings are refundable if cancelled within 48 hours of the booking being made (less non-refundable deposit as shown on our invoice)(subject to 9.1 below).

For all bookings the following cancellation conditions and charges apply:

- Non-refundable deposit as set out in our invoice
- 100% of the value of the booking if cancelled by You after payment of invoice

Where the booking is cancelled by You in its entirety for any reason after payment of our invoice, we will not refund any monies. However, we shall make every effort to offer you an alternative date on our programme if this is possible.

We strongly recommend that you take out separate insurance to cover you in the event of illness, accident or cancellation by You for any reason.

- 9.1 Where a booking has been made through a third party platform, no refund will be made after the voucher has been redeemed.

10 From 2 weeks prior to the booking start date, any alterations requested by you and accepted by us may incur additional charges for non-recoverable internal and/or third-party charges e.g. purchase of supplies, activity consultants, freelance instructors etc.

11. No refund will be made in respect of accommodation or facilities not used or accommodation vacated before departure date, for any reason. In particular, you accept that:

11.1. We reserve the right to terminate your booking and require you to leave the site if the behaviour and activities of your group infringes on the enjoyment or safety of others, or if we feel our reputation as a safe venue for young people is at risk, or if you breach any of the terms of this Contract.

11.2 We have the right to: cancel your booking or ask you to refrain from participating in certain activities, or terminate your booking and require you to leave the site immediately, if any member of your party has, or has just had, an infectious or contagious medical condition and we, at our reasonable discretion, consider it necessary to protect the health of other guests, staff or general public. You should inform us immediately should any such condition develop within 4 weeks prior to your arrival date or during your stay at our accommodation site.

12. No refund will be made as a result of circumstances outside the control of The Reptile Academy and only in exceptional circumstances may an alternative date or activity be offered in exchange. Alternative dates, unless explicitly otherwise stated, can only be used within the current calendar year.

13. No reimbursement will be made by us under any circumstances for any costs incurred by You outside of the agreed package. For example, but not limited to, costs of travel to and from rendezvous points. We will not be held responsible for consequential loss of any kind.

14. Credits cannot be transferred once they have been booked unless the re-booking is cancelled by us.



COVID -19

15. When you book with The Reptile Academy, your payments are held safely until you visit within the terms set out in this whole document. Should there be a COVID-19 outbreak and the government advises that the accommodation site or training centre must close, we will refund bookings in full that we are unable to accommodate. However, to support The Reptile Academy, we would ask that you consider accepting a credit or moving the booking to a later date.
16. For family groups, should you need to cancel your booking due to a member of your party being unwell, we can offer a credit for the value of your booking to be used up to the end of the current calendar year or an agreed future date within 6 months. Please note this will only apply to the booking of the unwell person and not extend to other persons/bookings attending at the same time.
17. Should you fall unwell during your visit or need to self-isolate on site (only in accordance with prevailing government regulations) you will be liable for the cost of your accommodation and subsistence for the whole duration of your stay, not just the days originally booked. We will not provide any refund if you leave early.
18. If an organised school visit is impacted by COVID-19, the following rulings will apply for packages and bookings made on a 'per person' basis.
 - If an individual or small number of students are unable to attend because of COVID-19, we will discount these places off the final booking value up to a maximum of 10% of the numbers of your group less any non-recoverable costs we may have incurred.
 - If the booking must be cancelled in its entirety, then you will still be liable for cancellation charges as per the standard cancellation policy. For this reason, we highly recommend all organised groups take out appropriate insurance to enable you to recover costs.
 - If we have another government enforced lockdown then we will refund your booking in full or provide a credit for the value of the booking.

Booking

19. Unpaid deposits within the allotted time of payment will automatically result in the booking being cancelled.
20. Unpaid balances within the allotted time of payment will automatically result in the booking being cancelled, and the non-refundable deposit being forfeited.
21. The payment of your deposit confirms that we have accepted your booking and you have agreed to this Contract.

Activities & Facilities

22. Activities and facilities are subject to availability and are booked on a "first come - first served" basis, pre-booking is therefore advisable to avoid disappointment.
23. Activities booked with any third party provider (ie. not with The Reptile Academy) do not form part of any package offered or implied by us and The Reptile Academy will not be held liable in the event of any claims whatsoever arising out of such bookings.
24. We reserve the right to cancel an activity if weather conditions make it unsafe for the activity to be undertaken. When possible to do so we will substitute the activity for another at the time of the booked activity. No refund will be given for a cancelled activity if a suitable alternative has been offered.
25. We reserve the right to close access to activities and facilities for essential maintenance at any time. In these instances, we will provide as much notice as possible and a suitable alternative will be offered. Refunds or adjustments will only be considered if a suitable alternative cannot be offered.



26. Weather may at any time of year affect the delivery of activities, in such circumstances we reserve the right to offer alternative activities or delay the activity until the weather conditions improve.

Disabilities/Special Requirements

27. We welcome guests with restricted mobility, special needs or care requirements provided we have discussed and agreed the suitability of our site and the activities available for you and your party before accepting your booking. We always recommend site pre-visits.
28. For those with additional support requirements we can offer adapted accommodation and access support equipment for use during your stay. To ensure we can adequately cater to all your needs we strongly advise you to contact us, or conduct a site visit, in advance of your stay to discuss your requirements and pre-book any equipment required, as availability for these items can be limited.
29. We request that all guests with additional support requirements are capable of independent living or have adequate support by suitably qualified or experienced adult carers, and at least one competent person capable of administering appropriate medication and first aid as needed. Please note that whilst our staff may provide general first aid and medical assistance, we cannot provide routine or specialised medical assistance or care.

Clothing

30. Appropriate clothing and footwear should be worn at all times, e.g. shirts in the main accommodation, training centre and public areas, as well as sturdy shoes and clothing if participating in activities.
31. Personal Protective Equipment (PPE) will be available and offered to you as appropriate and for some activities the use of such equipment may be compulsory. The refusal by you or inability to wear such PPE may result in you being excluded from certain activities.

Prices & Payment

32. We have the right to increase or decrease prices immediately in line with any change in VAT or any other dues or fees levied on any part of the Contract and written notice will be provided.
33. Unless stated otherwise, all prices quoted are net of VAT. VAT is payable by the customer at the prevalent rate unless the customer or the service delivered is exempt under the terms of the VAT law.
34. Should you request any amendment to the goods or services quoted for, which is agreed by us, then we have the right to change the original price quoted to correspond with these amendments. These cost changes will be confirmed to you on application and once agreed by both parties form a binding part of your booking contract.
34. Any discount offered by us on a quotation is applicable to that quotation only and is not binding for any future contracts of sale.
35. You agree to pay us for any extra goods or services provided at the request of any guest or person representing you who is being provided with any of the events, facilities or services contracted for, at any time including whilst at Avon Tyrrell.
36. Payment and account information and terms will be clearly shown on our invoice.
37. Unless otherwise stated on our invoice, full payment is required at the time of booking.
38. We reserve the right to sell booked accommodation or packages if you have not paid the agreed amount(s) within the agreed set time frame.



Supervision

39. Group leaders are responsible for ensuring a high standard of conduct within their groups. Young people must be accompanied by suitably experienced adult leaders and we recommend a ratio of 1:10 for both accommodation and activities.
40. Groups are responsible for the cost of repairs necessitated by any damage they may cause to our property and equipment and that of our contracted suppliers and any excess cleaning required to the accommodation. In the case of a charge being deemed as necessary, this cost will be added to your final invoice.
41. 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. The accommodation site operates a quiet period between 2200hrs and 0700hrs.

Failure to Comply

42. We have the right to cancel your booking, or to instruct you or your party to leave the site immediately, without compensation or refund should you not comply with any of our contractual terms with you, especially the rules and regulations relating to behaviour and conduct.
43. You will be sent our site rules, guidelines and expectations in advance of your visit and we ask that you read these to understand what will be expected of you on site and the precautions we have in place to ensure the safety of our staff and guests. Failure to comply or follow guidelines may result in you being asked to leave the site without compensation or refund.

Messages and Deliveries

43. Limited facilities exist for taking messages at our accommodation reception. Staff will act reasonably to assist but cannot guarantee any time of delivery and request that all guests retain responsibility for checking incoming messages or post. We cannot (unless agreed in advance) accept any deliveries on your behalf and do not at any time accept responsibility for postal or parcel deliveries.

Natural Wildlife

44. Please note and remember that our sites are located in the New Forest and Areas of Outstanding Natural Beauty (AONB) and as such are the natural habitats of a variety of native flora and fauna such as snakes, insects, spiders, rodents, ticks, nettles, brambles and hogweed. We do not take responsibility for any accidents occurring on our accommodation or training sites from any bite or stings associated with such wildlife.

Property and Environment

45. Please adhere to the following:
 - 45.1 Treat all property and facilities carefully and appropriately.
 - 45.2 Respect the environment; look after plants and animals and use prepared paths or tracks where possible. Do not walk or allow any group members onto areas of newly sown grass or shrubs or into areas fenced or marked as not for access.
 - 45.3 Please keep all noise levels to a minimum.
 - 45.4 Please do not enter or exit our training centre building without a member of staff to accompany You.
 - 45.5 Please park adjacent to our training centre and not elsewhere on the site.



Safety

46. Please adhere to the following:
- 46.1. You must always obey the displayed road speed limit at our accommodation site. At our training centre, please do not exceed 10mph.
 - 46.2. Diving, paddling, and swimming in the lake are not permitted.
 - 46.3. Do not light, or do anything to cause, a fire in the forest/woodland areas. A bookable camp fire site is available (subject to availability) at the accommodation site and communal fire pits are located around the site. BBQ's are permitted in designated areas of the site and must be off the ground. Users should be aware that underground fires can be started by BBQ's being placed on the ground and you could be held liable for any consequences including damage to property.
 - 46.4. The estate adjoining the accommodation site has marked barbed wire fences and care should be taken when near these.
 - 46.7. Please pay special attention to safety briefings and follow any instructions given by our staff at the training centre either in person or recorded format.

Security of your Property

47. We will offer reasonable help to assist you in tracing lost items. We draw your special attention to the following:
- 47.1. Your personal belongings are your own responsibility during your stay with us.
 - 47.2. Any vehicle parked on our property is the responsibility of the owner. You must lock your vehicle securely. We accept no liability whatsoever for any accident, loss or damage to your property unless such loss, damage or accident is demonstrably due to our negligence or that of those for whom we are legally responsible.
 - 47.3. Valuable items, i.e. phones, keys, wallets etc. if found will be kept for 7 days only and then they will be disposed of. If we can identify the owner, we will contact you and you will be liable for collection or postage costs. All other items will be disposed of immediately due to health and safety risks.

Smoking

48. All buildings and activity bases are no smoking areas, and this includes e-cigarettes and vaping. Any individuals found to be smoking in these areas, may be asked to leave site immediately. Do not throw cigarette stubs or matches on the ground, especially in forest or planted areas and dispose of cigarette stubs or matches with care using appropriate bins. We kindly ask that all smokers always act with care and consideration of other site users.

Alcohol Policy

49. As a centre primarily used by children and young people, but also by many over 18 adult groups (including people on courses, and families on holiday) The Reptile Academy has a strict no alcohol policy.
50. Persons who appear to be under the influence of alcohol or drugs will not be permitted to take part in activities, especially those involving animals. Such persons may be asked to leave the premises.



Accommodation

51. You are expected to use your accommodation and its contents with care and are responsible for all and any damage caused to them. On departure you should leave your accommodation in a clean and tidy condition. We reserve the right to charge you for any extra cleaning, missing or damaged items. We reserve the right to enter your accommodation at any time for any reasonable purpose, for example, to make checks, or carry out essential inspection, maintenance or housekeeping repairs. Access to accommodation will be denied if we have not received the payment required to reserve your accommodation.

Keys

52. Key Codes to the Main House and lodges will only be given once we have received a full list of names of individuals staying and confirmed the name of the leader of the group. Lost keys will be charged at £20 per key.

Photography and Marketing

53. On occasions we do take professional marketing photos for individuals and groups for whom we have authorised consent.
54. Own photography on site is permissible but we ask that you respect data protection regulations.

Waste Disposal, Clinical Waste and Recycling

55. Please adhere to the following:
 - 55.1 For domestic waste use the litterbins provided in accommodation areas and around the site.
 - 55.2 Sharp objects or broken glass which could cause personal injury should be carefully wrapped and placed directly in the large bins in the car park by reception.
 - 55.3 Please recycle wherever possible. There is a recycling centre by Café Explore (near Reception) in the car park where paper/cardboard, bottles, cans, plastics and clinical waste can be disposed of.
 - 55.4 Please contact the Receptionist to arrange for disposal of clinical waste and needles.
 - 55.5 Campers may only dispose of waste at one of two chemical disposal points on site, located on a site map given to new arrivals. Failure to use one of these two points when disposing of chemical waste may result in additional costs being applied to your booking.
 - 55.6 If you are unsure about disposing of any other waste, please contact the Reception. We may not be able to dispose of all types of waste

Further Information

56. We have public and employer's liability insurance, but we recommend that you take out your own insurance to cover risk of accident, illness, loss of personal belongings and cancellation.
57. Please mention any problems you may encounter whilst staying at the accommodation site to a member of our staff and to staff at the Reception who will endeavour to assist you. If you have further cause for concern, please request to speak to a senior member of the Reptile Academy staff.
58. We will not be liable for any delay in performing or failure to perform any obligation, alterations or cancellations due to any cause beyond our reasonable control including strikes, lock-outs, labour disputes, acts of



God, war, riot, civil commotion, terrorism, malicious damage, threats to safety, compliance with any law or governmental order, rule, regulation or direction, accident, environmental contamination, pandemic, outbreak of disease, breakdown of plant machinery, fire, flood. Storm, difficulty or increased expense in obtaining workmen, materials, goods or raw materials in connection with the performance of this agreement.

Site Regulations

59. You must observe any site regulations that we advise you of, and in particular the following-
- 59.1 We have the right at our sole discretion for legitimate purposes, to obtain the name, age and gender of each member of your party at any time in accordance with data protection regulations.
 - 59.2 You may **NOT** bring any shotgun, firearm, air weapon, archery equipment or similar items to our training centre or accommodation site under any circumstances.
 - 59.3 Illegal drugs must **NOT** be brought onto any part of the Reptile Academy training centre or site, accommodation site or vehicles used for transfers to or from accommodation.

Arrival and Departure Times

60. The following times are to be adhered to unless we expressly agree otherwise;

60.1 Arrival Times:

- * Main House – Monday 12pm – All other days 3pm
- * Lodges – Monday to Sunday 3pm
- * Camping – Monday to Sunday 1pm

60.2 Departure times:

- * Main House Monday to Saturday 10am – Sunday 4pm
- * Lodges Monday to Saturday 10am – Sunday 4pm
- * Camping Monday to Sunday 11 am

61. 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.
62. Late check outs may be possible, but only by prior agreement and we reserve the right to apply proportionate charges to the cost of your booking.

Safeguarding

63. 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 the Groups own child protection policy exceeds these recommendations.
64. 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.

Data Protection

65. The Reptile Academy has measures in place 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 us in order 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 on our website www.reptileacademy.co.uk

CCTV

66. The Reptile Academy and the accommodation site uses closed circuit television (CCTV) images to provide a safe and secure environment for employees and visitors to our premises, and to protect our property. Our use and management of the CCTV equipment and images is in compliance 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.

67. CCTV records images only and there is no audio recording.

Dogs

68. Dogs are allowed on site only during weekends and school holidays and may stay with campers at designated areas. Assistance dogs are welcome at any time, although we appreciate prior notice when using our indoor accommodation. Further details on the policy of dogs can be found on the FAQ page on our website.

69. With the exception of Assistance Dogs, no animals other than those owned by The Reptile Academy for the purposes of our training programmes will be allowed into the training centre or on the surrounding external areas.

Complaints

70. In the you are not satisfied with the activity or services provided by us, the group leader must notify us during your stay to afford us the opportunity to rectify any problems. Any further complaints, or should you have any concerns regarding the way your complaint was initially handled by us please follow our full complaints policy which can be requested at reception or downloaded from our website.