



Terms of Booking

1. **Bookings** are provisional until a full (non-refundable) deposit is paid. Prompt payment of deposit is required to secure the booking, otherwise it may be re-advertised.
2. **Insurance.** Site users are responsible for ensuring their group is adequately insured against cancellation, third party liability and loss, theft or damage to personal effects.
3. **PVG.** Site users should ensure they have the correct accreditation and permits as required by their organisation; and persons supervising young people or vulnerable groups must be Disclosure Scotland/PVG or DBS checked. Groups that are not PVG (or equivalent) registered should contact the Bookings Manager to discuss their requirements.
4. **Conduct.** All site users are to be treated with respect and dignity and inappropriate language or behaviour is not welcome. Any person acting inappropriately will be removed from site immediately and their conduct reported to the appropriate authorities.
5. **Valuables** are the responsibility of the owner; and young people should be discouraged from bringing items of value with them.
6. **First aid.** Groups are responsible for their own First Aid provision and in the event of an incident a member of the site staff should be informed immediately.
7. **Health and Safety.**
 - No dogs are allowed on site (except assistance dogs)
 - Centre equipment and facilities must be used correctly and safely.
 - Storage areas, workshops and fenced areas are out of bounds.
 - Torches should be used at night on site when moving around.
 - Leaders are responsible for ensuring that risk assessments and operating procedures for onsite activities are adhered to.
8. **Septic tanks.** Please avoid the use of antibacterial soaps or shampoos; and do not put bleach down toilets or drains, as these will have an adverse effect on our septic tanks.
9. **Chainsaws & tree felling.** Customers may not use chainsaws on site without a valid permit; and cutting, limbing, or felling trees is not allowed.
10. **Smoking.** The Craigs operates a no smoking policy. Any leaders who smoke are requested to do so off site and to dispose of their cigarette ends responsibly. We also request that you smoke out of sight of young people.
11. **Tidiness & Recycling.** Every site user is asked to assist with the tidiness of the site and leave facilities as you would wish to find them. Please separate recyclable material from general waste as much as possible and leave items at recycling points or place in the blue bins. Food waste and rubbish should be deposited in the grey bins situated in the car park, and glass in the purple bins.
12. **Noise.** Whilst we recognise that the site is in a rural setting, we do have close neighbours, and therefore ask that groups are respectful of this with regard to noise late at night and early in the morning. We ask that in general noise is kept to a minimum between the hours of 2230 and 0800.
13. **Occupancy.** Normally commences at 16.00hrs on first day of hire; and unless agreed otherwise, guests must vacate buildings by 14.00hrs on the day of departure and campers must vacate their sites by 16.00hrs. Other times are by arrangement with the warden.
14. **Fees.** All balances must be settled before leaving the site. Any monies which require to be pursued once users have left may be subject to additional charges/ penalties.
15. **Fires.** Other than the Campfire Circle, no fires are to be set directly on the ground, as there is a risk of deep-seated peat fires in some areas of the campsite.