



TERMS AND CONDITIONS OF BOOKING

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1 Booking terms and conditions

Before proceeding with a booking, we require participants (unit leaders and Kernow Crew) to agree to our Terms and Conditions. Please read these terms carefully. These tell you who we are, how we will provide products and services to you, how you and we may change or end the contract, what to do if there is a problem and other important information.

Kernow Jamboree is organised by Cornwall Scouts and your contract is with Cornwall County Scout Council (Charity No: 300364) and any reference to 'we', 'us' and 'our' in these booking conditions is to Cornwall County Scout Council. The registered address for Cornwall County Scout Council is Nine Ashes Scout Activity Centre, Washaway, Bodmin, PL30 3AD. Our email address is info@kernowjamboree.org.uk.

Once you have paid a deposit a contract will exist between us. This contract is binding on you and all members of your Group whose authority you have in making the booking. It is your responsibility to ensure that you and all members of your Group are aware of and agree to be bound by the terms and conditions through this contract. We reserve the right to refuse to take a booking.

2 Information and prices

We have published our prices, outlined facilities offered, advertised activities and promoted experiences via our web site, and across social media platforms. We have taken reasonable care to ensure that all information is correct at the time of being published or broadcast. However, things may change after publishing and you agree that we have the right to amend your contract to provide a suitable alternative where changes are necessary.

If there are any other significant changes or we find any mistakes, we will advise you of this amended information if you have already booked, as soon as reasonably possible afterwards. Please check our website for the latest information on facilities and services offered at the Kernow Jamboree

Failure to comply with the payment schedule outlined below can lead to the booking being terminated. If you cancel the booking our cancellation policy applies.

All payments are to be made by cheque or bank transfer as set out on our online booking system. Should you have any issues with this please contact info@kernowjamboree.org.uk.

The fees for the Jamboree are:

Participant - £275

Leader - £60

Kernow Crew (catered) - £100

Junior (6-10yrs) - £60.00

Infant (0-6yrs) – £20.00

3 Payment schedule

- A non-refundable deposit of £60.00 per young person will be due on or within ten (10) days of booking.
- 50% of the total booking fee will be due by 28th February 2025
- The final balance for each participant will be due on or before May 31st 2025
- The Leader fee of £50.00 will be due on or within ten (10) days of booking.
- The Kernow Crew booking fee (including food package fee if booked) will be due within ten (10) days of booking.
- Junior and infant booking fees will be due within ten (10) days of booking.

To view your invoice, refer to the finance tab within the booking system. Please check your invoice carefully and contact us within 48 hours if you have any queries. Payments must be received by us at the agreed payment dates otherwise we will be entitled to cancel your booking with loss of deposit plus fees in line with our cancellation payment policy.

4 Refunds and Cancellations

We will endeavour not to cancel this event but if we cancel prior to 18th February 2024 we will return any amounts paid by you in excess of the non-refundable deposit.

If you cancel, the lead member of your party must give notice to cancel in writing to info@Kernowjamboree.org.uk. The date of cancellation will be the date we receive your written instruction. You will not be entitled to attend the event if you have not paid your booking in full as noted above. If your booking is cancelled due to non-payment in full you will not receive any refund. Should you not notify us of cancellation full charges will remain due.

There are no refunds or reduced charges for early departure from the Kernow Jamboree or for anyone who is or becomes unable to travel (whether for health or other reasons).

No refunds or compensation will be offered to participants who are refused entry or who are ejected in accordance with the Code of Conduct and these Terms and Conditions. It may also mean that we will not accept a future booking from you, and you may also be responsible for any loss or damage we incur.

If we have to alter, cancel or postpone the event after 18th February 2024 for any reason including for reasons beyond our control (see below) you will not automatically be entitled to a refund or compensation and any refund will be entirely at our discretion.

5 Changes for reasons beyond our control

This event will take place irrespective of inclement weather; however for safety or logistical reasons we may alter any part of the event in view of conditions at any time during the event, including

cancelling any part of the event. Some changes are necessary because of unusual and unforeseeable circumstances which neither we nor our suppliers could foresee or avoid, even with all due care. These circumstances include industrial disputes, closure or congestion of ports or airports, road blockades, unavoidable technical transport problems, war, civil unrest, terrorist activity, natural or nuclear disaster, epidemic or disease, adverse weather conditions, natural or manmade disasters or similar events. In these circumstances we shall be relieved of all liability, financial or otherwise, in respect of failure to perform such duties. However all efforts will be made to either reschedule the event carrying over payments to a new date to be confirmed or refund any recoverable costs.

6 Group and individual participant personal details

The group leader should add each young person to the booking by entering their name and a parents email address. Parents then need to complete all personal details.

Adults attending with a group need to add themselves to the booking system and complete their own personal details.

Kernow Crew members should add their own details when booking.

When sections have been completed the icon will show green.

Parents, adults and crew can log into the booking system using the links and passwords they create, at any time to update or amend details.

All information from both adults and participants must be completed in full by 30th June 2025.

7 Policies and Code of Conduct

The policies of the Scouts as set out at scouts.org.uk/por/2-key-policies apply to the Kernow Jamboree.

All Kernow Crew, Leaders, Scouts and Guides when onsite at the Kernow Jamboree must adhere to the Kernow Jamboree Code of Conduct.

8 Restrictions

In circumstances deemed reasonable (including but not limited breach of any site rules or of the Code of Conduct) we reserve the right to restrict entry to or exclude from any area being occupied by Kernow Jamboree at any time.

We reserve the right to refuse to allow access to Group visitors.

9 Your Journey, Transport Conditions and delays and Travel

We are not liable for any independent transport operator delays or cancellation. It is you and or your Group's responsibility to ensure you have a schedule for arrival on the start day of the Jamboree and departure on the closing day of the Jamboree.



It is your responsibility to plan your journey and we will not offer a refund for reduced attendance if insufficient time has been allowed for travelling.

With the Exception of Kernow Crew, there can be no arrival by Groups before the first day of the jamboree and stay beyond the last day of the jamboree.

You must notify the Kernow Jamboree in writing to info@kernowjamboree.org.uk if there are changes to your schedule not allowing you to meet times for arrival and departure. Kernow Jamboree reserves the right not to grant permission to make any changes to arrival or departure dates. If changes are agreed Kernow Jamboree may charge additional fees.

Your specific passport and visa requirements, and other immigration requirements are your responsibility and you should confirm these with the relevant Embassies and/or Consulates. We do not accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements.

10 Facilities

Sometimes facilities or services described on the website or booked by you may be withdrawn or not fully available for reasons over which we have no control. You agree and accept that some facilities may only be open during peak demand, which is generally at the start and close of a day.

11 Special requirements

Any requests must be indicated to us at the time of booking; however, they cannot be guaranteed. Any participant (youth or adult) with restricted mobility or particular care requirements must inform us at the time of booking by email info@kernowjamboree.org.uk. Whilst we will use reasonable endeavours to accommodate such needs, they cannot be guaranteed unless we confirm this to you and if we are not informed we will not be liable for any loss. Please check our website for the most up-to-date information on facilities important to you.

12 Changes made by you

If, after our contract is formed, you would like to make any amendments to your booking, you can do so by updating your booking within the booking account. You can add people to your booking up to Saturday 31st May 2025, provided that we have capacity. Any changed after this date must be requested in writing to info@kernowjamboree.org.uk.

13 Our responsibility to you as a consumer

Our obligation to you is to take reasonable skill and care. We are responsible to you for foreseeable loss and damage caused by us failing to use reasonable care and skill but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen, for example, if you discussed it with us during the sales process. We do not exclude or limit in any way

our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence or the negligence of our site crew, agents or subcontractors; for fraud or fraudulent misrepresentation; for breach of your legal rights in relation to any products (specifically the food provided as a part of your Jamboree fee).

We are not responsible for damage to your property.

14 Your responsibility

We want all our participants to have an enjoyable jamboree; you must remember that you are responsible for your actions and the effect they may have on others. You must abide by the UK Scout Association Policy, Organisation and Rules and the Kernow Jamboree code of conduct.

Take reasonable care of your camping area and take precautions for your own safety and safety of others in your Group. If you are asked to make adjustments to your pitch or your site, you must comply with this request. Noise must be kept a minimum on site from the hours of 10:00pm – 07:00 am out of respect for other attendees and the local community. If we (or another person in authority) believe your actions could upset others or put them in danger, or damage property, we may end your participation. This could mean you are prevented from staying at the Jamboree site with immediate effect.

15 Leaders, Kernow Crew children's supervision & parental responsibility

There will be a crèche running at the Kernow Jamboree. Sessions must be booked in advance in AM/PM slots. Refunds will not be given for sessions not attended.

You are responsible for the supervision of your children. You must supervise your children and babies at all times unless a child is participating in the creche or any supervised activity. This is particularly important in all children's play areas, in licensed areas, close to activity zones and roadways. You must collect your child(ren) from supervised activities at the appointed time.

All people under 18 must be accompanied by an adult (over 18) who is solely responsible for them for their duration of the event. Groups are the responsibility of their leader. We draw your attention to Scouts policies including as regarding Safeguarding which can be found at scouts.org.uk/por/2-key-policies

16 Data protection and your privacy

Please read UK Scout Association (Privacy Policy) (scouts.org.uk/por/2-key-policies) as it includes important terms which apply to you. If you would like to receive a printed version please contact us to arrange this for you. The Privacy Policy helps you understand how Kernow Jamboree may collect and use your personal data in detail.

In order to process your booking and to help us provide you with a more personal and safe Jamboree experience, we need to collect certain information from you. To enable us to do this, we are using the

Scouts EMS event booking system. Data which you share with us through Scouts EMS is securely held by Scouts EMS with appropriate measures taken to safeguard your data. All data held on Scouts EMS is subject to Scouts EMS Privacy Policy which can be found at the bottom of the [Scouts EMS](#) webpage. The data collected by Scouts EMS is as follows:

Personal Information Provided by You. The personal information that Scouts EMS collects depends on the context of your interactions with Scouts EMS and the Services, the choices you make, and the products and features you use. The personal information Scouts EMS collects may include the following:

- names
- phone numbers
- email addresses
- mailing addresses
- job titles
- usernames
- passwords
- contact preferences
- debit/credit card numbers
- billing addresses
- contact or authentication data
- medical information including medication
- mental health information including diagnosis
- dietary information including allergies
- photographs or videos
- date of birth
- unique organisational identification numbers
- emergency contact information including names, email addresses and phone numbers

Sensitive Information. When necessary, with your consent or as otherwise permitted by applicable law, Scouts EMS processes the following categories of sensitive information:

- health data
- information revealing religious or philosophical beliefs
- information revealing race or ethnic origin

In making this booking, you consent to the information being passed on to relevant organisations in their respective locations such as customs/immigration if required by them, or as requested by law.

Under Data Protection legislation, we believe we can demonstrate that we have a legitimate Interest in using your data for some marketing purposes, such as sending you a newsletter, email or information through social media specifically to do with Kernow Jamboree. Please check our Privacy

Policy for more details on how you can, at any time, opt-out of our use of your data, or you can opt out by contacting us to arrange this for you.

Please note: if you do unsubscribe from promotional contacts, you will still receive essential calls, SMS text and email communications specifically relating to matters that will affect your stay at Kernow Jamboree.

17 Photography and videography

The Kernow Jamboree Media Team will be taking photos and videos during the event. These images will be used by Kernow Jamboree for promoting future events, social media, documents and publications, websites, press. They will be stored securely.

If you do not wish to be photographed/videoed, you can make the event media team or the camera operator aware and we will do our best to comply with your wishes.

We aim to seek appropriate permission before publishing full names alongside videos, images or quotes which identify the individual.

If you have any queries regarding photos or videos please contact media@kernowjamboree.org.uk.

18 If you have a complaint

If you have any reason to complain before the jamboree please email info@kernowjamboree.org.uk. If you have reason to complain during Kernow Jamboree, you must complain on the spot or as soon as possible to the relevant person (for example, the onsite Sub Camp rep, or the Info Centre) who will do everything reasonably possible to resolve the problem. If the problem is not resolved, you can escalate to our Sub Camps Manager. If the matter is still not resolved you will be given the opportunity to take your complaint to the Kernow Jamboree Core Management Team, but only after your matter has been dealt with by the appropriate channels.

Failure to take these steps and give us an opportunity to make things right at the time will significantly affect your ability to seek compensation later.

19 Law and jurisdiction

This booking is governed by English Law, and the exclusive jurisdiction of the English Courts.

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