

Important Information



Ferny Crofts Scout Activity Centre Important Information

1. Office Hours

Reception is normally open 08.30hrs to 16.30hrs, 7 days a week.

2. Out of Hours Service

The Ferny Crofts out of hours emergency number is 07842 241659. This number is only for use to notify the Duty Manager of a situation requiring urgent attention. For general booking queries please visit Reception during opening hours.

In an EMERGENCY contact should first be made with the appropriate emergency services by calling 999 if they are required. Please inform the Duty Manager if you have contacted the emergency services and they are attending the Centre. There is a RED telephone box situated between The Croft Centre and the Amenities block, should you require it.

The Fire Assembly Point is in the main car park; please ensure all your group are aware of this and know your emergency procedures. It is the responsibility of the group leader to ensure they have appropriate emergency procedures in place for their booking.

3. Public Access to Ferny Crofts

Authorised access to the centre is restricted to persons who have pre-booked. However, leaders are advised that the centre is not secured and persons may gain unauthorised access to the centre, appropriate measures should be implemented to ensure the safety of people in their charge.

4. Supervision of Minors

It is the responsibility of the person making the booking to ensure that arrangements for supervision of any person under the age of 18 years is made as appropriate. Ferny Crofts (HCSC) will only accept responsibility for the supervision of persons under the age of 18 years when precise and specific arrangements are made on each occasion.

5. Open Fires

Open fires are permitted only on the concrete fire pits provided on each campsite, or on portable altar fires which are available from Reception. Ground fires are not permitted. A wood supply is not guaranteed, if you require wood for your camp you should organise your own supply.

6. Wi-Fi

Is available free of charge in certain areas of the site, but is not guaranteed and is provided for leaders only.

7. Important Information regarding our use of your data

Ferny Crofts will collect and hold personal information about you when you place a booking with us. The lawful basis for the processing of your personal data, under the terms of the General Data Protection Regulations (GDPR), is that this processing is necessary for the purposes of the legitimate interests of Ferny Crofts in effectively administering your booking. The information we hold is used solely for this purpose, including for your and our safety whilst on site.

Personal data is stored securely and will be used to communicate with you by telephone and email prior to, during and after your booking with us. Your data will not be used for marketing purposes unless you have given express permission for us to do so. For further information about how Ferny Crofts manages your personal data, please see the Hampshire Scouts Data Privacy Policy.

8. Forestry Commission Byelaws

The land surrounding the Centre is subject to Forestry Commission Byelaws, this restricts the use of the land. Applications for permission to use the Forest should be made to the Forestry Commission at Lyndhurst.

General Enquiries: tel. 0300 067 4600 e-mail: southern.reception@forestry.gov.uk

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Ferny Crofts Scout Activity Centre General Rules

(Failure to comply with the General Rules could result in the offender being asked to leave Ferny Crofts)

1. All persons and vehicles using the Ferny Crofts must obey the instructions of the Duty Manager
2. Domestic animals are not permitted at Ferny Crofts. Assistance Dogs are permitted.
3. Please respect the Ferny Crofts curfew and ensure all your group are quiet between 23.00hrs and 07.00 hrs. Generators must not be operated during the Ferny Crofts curfew.
4. Caravans and motor homes are not allowed to park at Ferny Crofts or on the access road for the purpose of overnight camping, unless a special dispensation is given by the Ferny Crofts Manager.
5. The speed limit for all vehicles on the access road to Ferny Crofts is 15mph. The speed limit for all other areas is walking pace. All vehicles and trailers must be parked in the main car park in accordance with the parking rules and display a parking permit.
6. The hard standing by the amenities area is not a car park, it is for loading/unloading only.
7. Vehicles are not permitted on the campsite. Ferny Crofts staff may be able to tow your trailer to and from your site by arrangement. You may also push your trailer to and from your site.
8. No bikes are allowed to be ridden on the campsites. Please stay on gravel tracks or the car park.
9. Hand trolleys must not be retained on campsites and should be returned to the trolley park next to the Activities Zone as soon as loading/unloading has been completed.
10. Please respect other people's camping sites and walk around them, rather than through them.
11. Chain saws are not permitted at Ferny Crofts.
12. Water points and the toilet block hand basins are not to be used for washing up, there is a designated washing up area next to the toilet block.
13. All rubbish is to be placed in the appropriate bins in the amenities area. Please recycle as much as possible using the recycling bins provided, and in accordance with local recycling guidelines (see signage on site).
14. Firearms are only permitted with the express written permission of the Ferny Crofts Manager on each and every occasion. (POR Rule 9.37).
15. Any damage/ loss to equipment/property/facilities/ environment/trees will be charged to the group plus an administration fee.
16. Digging of pits or trenches for any reason is not permitted at Ferny Crofts.
17. Ensure that your food is securely stored against squirrels and local wildlife.
18. Hammock use is only permitted by prior arrangement, in small numbers, and on designated sites, in accordance with the hammock policy.
19. Alcohol/Drugs/Smoking. Persons under the age of 18 are not permitted to drink alcohol at Ferny Crofts. Persons over the age of 18 should not consume alcohol so that they are incapable of looking after themselves. It is the responsibility of the Group Leader to supervise the consumption of alcohol at Ferny Crofts. Smoking is only permitted in the designated areas. Ferny Crofts operates a Zero Tolerance Policy on the possession/use of illicit drugs or any illegal substance.

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Ferny Crofts Scout Activity Centre Terms and Conditions

1. Safety

Safety is our primary concern at Ferny Crofts. Ferny Crofts reserve the right to cancel any activity or event if an individual or group compromise the Safety of anyone at Ferny Crofts. It is expected that users will carry out their own risk assessment based on their planned use of the site, and should conduct a site visit prior to arrival. Hazards around the site include a shallow pond, open fires, a pallet wood woodpile, wildlife activity and public access. Risk assessments for all Instructor-led activities, and a general site risk assessment are available for download from our website.

2. Provisional Bookings

Provisional bookings will be held for a maximum of 28 days from the date that the booking was made, allowing for the deposit to be paid, after which, if the deposit is not paid, they will be cancelled. A notice of cancellation will be given.

3. Deposits and Cancellation Fees

Accommodation

A deposit is payable to confirm a booking, 50% is non-refundable, 100% of the deposit is forfeited if less than 12 weeks written notice of cancellation is given. If Ferny Crofts can re-let the Accommodation, all charges, less costs, will be reimbursed. Cancellations with less than 6 weeks' notice will result in the full fee (minimum numbers) being charged.

Activities

A deposit is payable within 14 days to confirm an activity booking and is non-refundable. Activity bookings within 14 days require full payment at the time of booking and are non-refundable. Cancellations with less than 14 days' notice being received will result in the full fee being charged. If Ferny Crofts can re-let the Activity, all charges, less costs, will be reimbursed.

Package Deals

The deposit payable for Package Deals is 15% per participant. This is payable within 14 days and is non-refundable. The full fee becomes due 14 days before the agreed start of the package. Cancellation with less than 14 days' notice being received will result in the full fee being charged. Minimum number charges apply.

Catering

1. A 50% deposit is payable within 28 days to confirm a booking. 50% is non-refundable and 100% of the deposit is forfeited if less than 8 weeks written notice of cancellation is given. Cancellations with less than 2 weeks' notice will result in the full fee being charged.

2. Where a booking cannot (or could not) go ahead on the date agreed without the parties breaching the lockdown laws or government guidance, a postponement will be offered in the first instance. If both parties are not able to agree on a postponement date then the booking will be cancelled. In such circumstances, the client will be entitled to a refund, where they have already paid money, and will no longer be liable to make any further payments

Final numbers to be confirmed 4 weeks before the booking is due to commence. After this time numbers cannot be reduced, but may be increased where possible

Special dietary requirements must be confirmed 4 weeks before the booking is due to commence. After this time we will do our best to accommodate any requests but changes cannot be guaranteed.

Full payment must be made before the booking commences, on receipt of an invoice

Adult Training Courses

The full fee for Training Courses is payable to confirm the booking. 50% of this fee is non-refundable, and cancellations with less than 1 calendar months' notice will result in the full fee being charged.

Important Information



4. Cancellations by Ferny Crofts

In the event of unforeseen circumstances Ferny Crofts reserve the right to cancel any booking. A full refund of payments made to Ferny Crofts will be issued in this instance. If cancellation is due to unsafe acts by the hirer, the hirer will be liable for all hire charges and associated costs and no refund will be given.

5. Communications

Communications will be with the named person on the booking only.

6. VAT

Ferny Crofts is registered for VAT. Depending on the service provided, VAT may be payable if you are not a member of the Scout Movement. All members of the Scout Movement are exempt from VAT for services provided by Ferny Crofts.

7. Payment of Account

Large bookings such as Family Camps or residential Trips, need to be paid in full 8 weeks prior to arrival. All other bookings must be in paid in full before departure. Any bookings not paid at the time of departure may be charged a £25 administration fee and any discounts may be lost. If your participant numbers have reduced since the booking was first placed, you must inform us before you leave site or you will be invoiced as per the original booking. It is the responsibility of the person named on the booking to ensure that all payments, including fees, are paid in full.

8. Accommodation

Cleaning

On arrival your accommodation will be in a clean and tidy condition, if you are not satisfied with the state of the cleanliness you should inform the Duty Manager immediately. On departure you should leave your accommodation in a clean and tidy condition. Accommodation requiring further cleaning, including if smoking has taken place, after your departure, will attract a cleaning fee. The minimum fee charged is £25.

Camping associated with Indoor Accommodation

Persons who are accommodated on the campsite and also have use of Indoor Accommodation are treated as resident in the Indoor Accommodation and the appropriate fee associated with the Indoor Accommodation is payable. When the number of persons exceeds the maximum number of beds associated with the Indoor Accommodation then, for those persons in excess of the maximum number of beds, the fee is reduced to the appropriate overnight camping fee.

9. Allocation of Campsites

Campsite(s) allocated at the time of booking are provisional. The Duty Manager allocates campsites on the day of arrival. Whilst every effort will be made to meet requests for specific campsites, no guarantees can be given. The decision of the Duty Manager is final.

10. Activities

Timing of Activity Sessions

Activity sessions start at 09.00hrs, 11.00hrs, 13.30hrs and 15.30hrs and have a duration of 1.5 hours. Activity sessions outside of this time frame can be arranged, but any such arrangements are subject to the availability of staff and equipment. Mountain Bikes are hired 09.00 hrs to 16.30 hrs.

Pastoral Care on Activities

It is the responsibility of the group leader to ensure that all persons at Ferny Crofts are correctly supervised at all times. On an activity pastoral care is the responsibility of the group leader booking the activity, not Ferny Crofts staff.

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Self-led Activities

It is the responsibility of the group leader to ensure that a suitably competent person supervises members of their group participating in self-led activities. It is also the responsibility of the group leader to have carried out a risk assessment prior to participating in self-led activities on site, including where equipment is provided by Ferny Crofts.

Provision of an Activity Leader – Scout Groups only

An authorised activity leader must supervise each activity. Scout groups may either provide their own activity leader or employ the services of a Ferny Crofts Instructor. Activity leaders wishing to lead an Activity which requires a Scout Permit must provide evidence of their qualification to Ferny Crofts prior to their arrival on site. Any damage caused or observed during the session must be reported to the Duty Manager, and may be charged for.

Exclusive use of an activity facility

Some of the activity facilities at Ferny Crofts can cater for more than one activity session at a time. Persons wishing to have exclusive use of a facility will need to book and pay for all the available sessions and adhere to Ferny Crofts Standard Operating Procedures.

Weather Conditions

Certain activities are subject to prevailing weather conditions. The decision as to whether an activity session takes place is that of the activity leader. The decision of the activity leader is final. When an activity session is postponed, wherever possible, an alternative session will be offered.

Late arrival

Activity sessions have an agreed start and finish time. Late arrival will result in a reduction in the length of the session and no reduction in fees.

11. Minimum Charges

For certain booking types, minimum charges apply. These will be explained to you at the time of booking.

Fees for multiple campsites

Campsites are graded according to size and therefore capacity. To ensure efficient use of the site for all, minimum charges apply. If more than one site is booked then the minimum fee payable equates to the maximum capacity quoted for the larger site plus the minimum capacity quoted for the smaller site. (See campsite details for capacities)

12. Duration of stay

Indoor accommodation

Bookings are taken on a weekly, mid-week, weekend, mid-week (minimum 2 nights for indoor accommodation), or day basis.

Weekly bookings start after 14.00hrs on a Saturday and end before 12.00hrs on the following Saturday.

Mid-week bookings start after 14.00hrs on the start date and end before 12.00hrs on the end date.

Weekend bookings start after 18.00hrs on a Friday and end before 16.00hrs on the Sunday.

Day bookings start after 10.00hrs and end before 16.00hrs the same day. Use of bedrooms are not included.

Camping

Overnight Camping bookings start after 14.00hrs on the start date end before 12.00hrs on the end date.

Day Campsite bookings start after 08.00hrs and end before 18.00hrs on the same day.

Weekend campsite bookings start after 14.00hrs on a Friday and end before 16.00hrs on the Sunday.

Accommodation Only – Early/Late check-in/out

Subject to availability, early and late check in/out may be available by specific arrangement on each occasion. Additional fees may apply.

Additional Minimum Stay Restrictions apply during peak periods (July, August & Bank Holidays).