

Booking and Payment

Please complete our booking form ([copy found as a website download](#)) and email it to ancrum.centre@leisureandculturaldundee.com. This shall inform us of your preferred dates and expected number and split of pupils planning to attend. Our team will check availability and shall email confirmation of your booking if dates are available or offer alternative dates. We shall confirm this by email to your named school contact member of staff.

We require schools to confirm final number of pupils attending no less than 30 days prior to residential start date and raise a Purchase Order for this exact final number of pupils. It is important to note NO REFUND can be issued after this date if any pupil cancels, regardless of reasons.

(We have to be very strict that schools fully adhere to these conditions of payment as we are booking our staff to deliver these programmes based on these very numbers provided by schools and we cannot cancel these staff who are booked to work with us with less than 30 days' notice).

In circumstances where your school has additional children wishing to attend and only where we can fully accommodate this increase, we shall accept amended PO showing relevant increase in price to pay.

Terms and Conditions of Booking

- Ancrum Outdoor Centre accepts your bookings on the basis of receiving full payment for your schools confirmed number of pupils attending, 30 days prior to the residential activity start date. No refund shall be issued beyond this date.
- If your school has additional children wishing to attend within the 30 days of event start date and where we are able to fully accommodate these extra pupils, we shall accept amended PO showing relevant increase in price to pay.
- Your booking is also made on the basis that your school accepts that the activities we deliver do involve risk, and that participants and attending staff accept responsibility for their actions associated with those risks. On the basis that, although it cannot be eliminated completely, risks will be managed by our instructors in line with our standard operating procedures and current best practice, and that all participants follow instructions given to them by our highly qualified instructing team.

- Schools accept that you have a duty of care to ensure that your Parents and Carers are aware of the risk nature of the activities and that they accept this in line with the terms and conditions laid out.
- Schools must obtain parental consent for every child taking part through completion of Ancrum outdoor centre schools parental consent form and this applies to all participants under age 18.
- Your booking is also accepted on the basis that you accept that you provide accurate medical information, so that we can give best support and consideration on session. It is extremely unlikely that most common medical conditions will prevent anyone from taking part in our activities and we shall adapt our activities if and where we can to include all participants where possible.
- Ancrum Outdoor Centre does not accept responsibility for loss or damage to personal belongings, or personal injury unless it is caused by negligence on the part of instructors.
- Ancrum Outdoor Centre reserves the right to modify activities in line with prevailing weather conditions or any limitations relating to client fitness or ability.
- A refund will only be made in exceptional circumstances by authorisation of the Centre Manager.



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