



### IMPORTANT NOTES TO ACCOMPANY YOUR BOOKING

We have put together these notes to guide you through the process of booking your session and assist you to prepare your group for their visit to Longcraig. We would also like to draw your attention to important information from our terms and conditions a full copy of which you will find printed overleaf.

- § Your invoice details your booking including payment amounts and dates. Please check these meet your requirements, sign the booking confirmation and return. You are advised to familiarise yourself with our terms and conditions of business. In particular please ensure you secure your booking by paying your deposit on time and ensure any balance is paid at least 1 week before your activity date. Your attention is drawn to the following critical dates which you will find on your invoice.
  - § Deposit date - the Sunday 4 weeks after your invoice date by which time your deposit should be paid
  - § Fixed date - the Sunday 3 weeks before your activity date. You may alter your booking at any time before this date
  - § Balance Date - the Sunday 1 week before your activity date by which time any outstanding balance should be paid
- § The dates and times of your booking(s) are shown on your invoice. Please plan to arrive at Longcraig in good time. During the months of May and August, we need to start promptly to make best use of the available daylight, so please arrive early if you can.
  - § EV - Evening sessions start at 19:00 off the water by 21:00
  - § AM - Morning sessions start at 10:00, off the water by 12:00
  - § PM - Afternoon sessions start at 14:00 off the water by 16:00
  - § DY - Day bookings include both a morning and an afternoon session

Allow up to an additional 3/4 hour for changing and to put equipment away and tidy centre at the end of the session. If the Centre is booked for the whole day then generally the session times can be more flexible to suit your needs, provided these can be met by our operational requirements.
- § Each group should include at least one leader who will remain on shore to liaise with the Duty Manager and be responsible for the group when they are off the water.
- § The Centre has full changing facilities including toilets and hot showers which you are welcome to use. There is no additional charge for these facilities, however you are asked to ensure they are left clean and tidy at the end of your visit. We also have an upstairs leaders lounge where your off-water staff are welcome to view the proceedings and make use of our tea and coffee making facilities. We operate a Tuck Shop with a variety of sweets, drinks, badges etc. for your convenience. A Barbecue set is available for group's use at a nominal charge to cover gas.
- § We expect all Scouts and Guides to follow the Scout and Guide laws whilst visiting the Centre, to ensure the next visitors can also enjoy their visit. Groups out-with Scouts or Guides are expected to follow a similar code. All groups using the Centre should be prepared to assist the Duty Manager with a small task if required, to ensure the smooth running of the Centre. e.g.: - mopping out, moving boats, etc.
- § Any property left by users will be retained for TWO WEEKS and then disposed of if not claimed.
- § If you have any questions in regard to your booking or need to alter or cancel, contact our booking coordinator (Kath Gamble 0131 447 7858.)

### SUMMARY OF ALTERATION & CANCELLATION RULES

- § Cancellations by Longcraig due to bad weather or safety reasons will not incur any charges and a full refund will be made. The decision to cancel or proceed rests with our Duty Manager on the day. If we need to cancel your booking we will endeavour to contact you using the information on your invoice. To stop you travelling needlessly, you are asked to include a mobile phone number in your contact information. We will only use this if we need to contact you on the day of your booking. Including an email address will allow us to save postage if we need to send you further information.
- § You can alter your booking at any time up to your fixed date. After this time your booking becomes fixed and a final invoice will be issued reflecting any changes you have made. You may not alter your booking after this date and will be charged for unused places according to the final invoice regardless of the number who finally attend the activity. Please note that you cannot reduce your booking below 6 people.
- § You can cancel your booking at any time up to the fixed date. If you cancel your booking you may forfeit up to 25% of the value of the booking, the exact amount being determined according to the size of the booking and the number of days notice given. The minimum charge for a cancelled booking will be £10, this charge is made to cover administration costs. If you have already paid a deposit, any over payment after deductions will be returned to the Customer. A cancelled booking will become available for other users. If the booking is taken up by another Customer, the original Customer will be refunded all payments made in respect of the booking minus the administration charge of £10. Once the booking becomes fixed a cancellation will be treated as an alteration to zero within the fixed period as above.. A booking will be considered cancelled if you fail to attend on the activity date.

### WHAT YOU WILL NEED TO BRING WITH YOU

**The information in this section needs to be passed on to all the Scouts or Guides attending the Centre**

- § Each member of your group **MUST** bring with them all the highlighted items.
- § Please bear in mind that in any water activities you may get wet! Therefore please bring with you at least one **full change of clothing**, (including a change of **footwear**) and a **towel**. All participants will require a **set of waterproofs** to keep the wind and the spray at bay and must wear **soft-shoes**, e.g.: - Trainers, to protect against rocks and seashells. Walking boots are not permitted on the water. A **large plastic bag** is useful for taking home wet kit.
- § For canoeing, please ensure you have enough clothing to keep warm e.g.: - We recommend **Tracksuit** tops and bottoms, Shorts and Tee shirts are not sufficient for Scottish summers! For sailing or cruising, you will need enough clothing to keep you warm. It is easier to take clothes off rather than find extra to put on! Remember a **hat** but not gloves which just get wet and make your hands cold.
- § We provide buoyancy garments for everyone to wear on the water, and wet suits for all those boardsailing. We have a limited number of waterproofs for use when users own are inadequate, but please try and bring your own.
- § If you have a sailing or canoeing qualification please bring proof and advise the Duty Manager before going on the water. If there are any questions about what to bring, please ask beforehand!