



Customer Information Pack
Version 3.0, December 2018
Section 1 Introduction

Dear Visitor/Camper/Potential Visitor,

Whether you have already booked your visit to Buckmore Park Scout Campsite (BPSC), or still considering a visit, this Customer Information Pack should give you all the information you require. This Customer Information Pack contains the following information:

- Section 2 - Booking Process, Cancellations and Pricing
- Section 3 - General Information and Site Rules
- Section 4 – Essential Activity Information
- Annex A - Campsite General Risk Assessment
- Annex B - Non-scouting members declaration **(must be completed for all non-scout bookings and returned prior to arrival)**
- Annex C A suggested Parental permission / Consent form for your visit (alternatives may be used)
- Annex D is a map showing the main features of our campsite

Sections 2 and 3 of this document make up our booking terms and conditions

If you feel the information provided does not answer all of your questions, please do not hesitate to contact us by emailing bookings@buckmorepark.org.uk

We hope you visit us and have a very enjoyable stay. Please do tell us if there is anything we can do to make your stay even more enjoyable.

Buckmore Park Operations Team
December 2018

Our website is buckmorepark.org.uk
We would also like to invite you to join our Facebook page www.facebook.com/buckmore



Section 2 - Booking Process, Cancellations and Pricing

BOOKING PROCESS

After making a provision booking, normally online through our website, you will be sent a provisional booking note or confirmed booking note via email. Please read and check the details carefully and notify us of any discrepancy immediately.

On receipt of the provisional booking the Buckmore team will check availability of both campsites and any activities booked. Once the team have been able to confirm availability you will be sent confirmation of your booking(s). Buckmore Park do not usually ask for a deposit but may request up to 20% of the booking value for large bookings.

Non-Scouting groups MUST complete and return the Non-scouting members declaration at Annex B to this document.

CANCELLATIONS

In the event of a booking being cancelled at less than 7 days' notice, or in the event of non-arrival, Buckmore Park Scout Campsite reserves the right to charge the full price for the facilities booked. Cancellations must be made in writing by e-mail to bookings@buckmorepark.org.uk with the date of delivery being deemed the date of notification. We suggest you may want to arrange your own cancellation insurance, particularly for large bookings.

ALTERATION

Whilst BPSC endeavour to allocate groups the campsite they have requested we reserve the right to offer an alternative site if conditions so indicate. BPSC reserves the right to cancel, alter or delay any camp or activity where forced to do so by circumstances beyond our control, such as illness, weather, or any situation that we believe would put participants or employees in danger.

CHARGES

BPSC reserve the right to charge groups who do not leave buildings and campsites as they found them or cause damage to buildings or equipment. The fee will be reflective of the cost of restoring the site to a usable state. Removal of rubbish is currently charged at £75.

PAYMENTS

After your visit to Buckmore Park our team will be in touch to confirm visitor numbers and activities used at the campsite. We will then invoice you with all the details of how to pay.



Section 2 - Booking Process, Cancellations and Pricing

UNAUTHORISED USE OF BUCKMORE PARK SCOUT CAMPSITE

Buckmore Park Scout Campsite takes the safety of young people using the park seriously and as such use an online booking system for all campsite users.

Failure to complete the online booking form will result in the following action being taken:

Scouting

1st offence – A penalty fee, notification to the District Commissioner

2nd offence – A penalty fee, notification to the District Commissioner. Action taken will be deemed appropriate by the District Commissioner

3rd offence – A penalty fee, notification to the District Commissioner. Action taken will be deemed appropriate by the District Commissioner. Buckmore Park Scout Campsite will levy a total ban of the use of the site and its facilities for a fixed period of time.

Non-scouting

A penalty fee will be charged. The police will be notified and criminal charges may follow. Repeat offences will be logged and will carry a life time ban of the site.

Section 2 - Booking Process, Cancellations and Pricing

PRICES TO 31st MARCH 2020

Table 1 below contains the prices for bookings to 31st March 2020.

ITEM	DESCRIPTION	SCOUTS AND GUIDES	OTHER USERS
Ingle Nook	Over-night (maximum of 24hrs) Half Day (morning or afternoon) Evening	£50 £30 £15	£50 £30 £15
CAMP FEES per person per night	See note 1	£3.00	£5.00
DAY VISITOR per person	Day (8am until Midnight) Evening (after 4pm until Midnight) All <u>adult</u> leaders & <u>adult</u> helpers	£1 50p Free	£2 £1 Free
ARCHERY 2 (max 12 people per session)	Per hour session (if our equipment and instructors provided) Per hour session if our equipment provided (using own instructor) Per session if range only hired (using own equipment and instructor)	£40 £30 £20	£40 £30 £20
AIR RIFLE SHOOTING 2 (max 12 people per session)	Per hour session (if our equipment and instructors provided) Per hour session if our equipment provided (using own instructor) Per hour session if range only hired (using own equipment and instructor)	£40 £30 £20	£40 £30 £20
MOUNTAIN BIKING (10 bikes)	Per 90 minute session (using own adults) Per 90 minute session (with a Buckmore Guide (NOT instructor)	£40 £50	£40 £50
CAVING (max 10 people per session)	Per hour session	£40	£40
SLACK LINING (self-led activity)	Per 90 minutes session	£30	£30
For any enquiries or other activities, please contact our bookings secretary			

1. 2 leaders camp for free with each booking when camping with their group. Adults camping with their own families or camping without their group will be charged full fee.

2 Any park equipment lost/damaged when using own instructor will be charged for.



Section 3 – General Information and Site Rules

GENERAL INFORMATION

CONTACT DETAILS WHEN ON SITE

The duty warden can be contacted on 01634 753522 from your arrival to departure. This number should not be used at any other time.

LOCAL HOSPITAL/NHS Walk in Centre

Medway Maritime Hospital Windmill Road, Gillingham, Kent ME7 5NY Tel: 01634 830000	NHS Walk in Centre Balmoral Gardens Healthy Living Centre, Gillingham, Kent, ME7 4PN Telephone: 01634 331177 The walk-in centre is open from 8am to 8pm, 7 days a week 365 days a year to anyone who needs to be seen by a GP or nurse
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Local supermarkets

Asda Chatham is the closest supermarket and deliver onto the campsite! Their address is Maidstone Road, Chatham, Kent ME5 9SE

Takeaways

Davis Estate holds many takeaways including fish and chips, Chinese, Indian, kebabs and pizza. This can be found on Shirley Avenue, Chatham, Kent ME5 9UR

Public Houses

The Robin Hood Pub can be found by walking through our woodlands, or just a short drive away. 364 Common Road, Blue Bell Hill, Kent ME5 9RJ

Train Station

Nearest train station is Chatham.

SITE RULES

Buckmore Park Scout Campsite (BPSC) covers some 142 acres. Due to the size and nature of woodland the new management cannot ensure the entire site is safe. Leaders of Groups using the site are responsible for their members.



Section 3 - General Information and Site Rules

ACCIDENTS AND FIRST AID

Details of ALL accidents involving injury to persons or damage to property should be reported to a member of the Buckmore Park Management Team as soon as is reasonably practical. Points of contact are given at the end of this document. Each group on site must ensure they make their own arrangements for First Aid and knowledge of local Hospitals as there are no facilities on site. To minimize the risks of accidents everyone is expected to maintain a good standard of safety at all times.

BEHAVIOUR

Consideration should be given to the welfare of your group and others, young people in particular when consuming alcohol on this campsite. Scouting guidelines and good practice must be adhered to, even if you are a non-scouting group. Further information can be found on our website or by using the following link <http://members.scouts.org.uk/factsheets/FS185092.pdf>

We reserve the right to remove anyone from the site who is obviously under the influence of alcohol/drugs and causing a nuisance.

Anyone deemed to be under the influence of alcohol/drugs during an activity session, not cooperating with the session instructor or to be causing a dangerous situation during an activity will be asked to leave. Refusal will result in the activity session being stopped and cancelled without refund.

Anyone deemed to be under the influence of alcohol/drugs and being a risk to others on site will be asked to leave the site immediately.

Please ensure that the language used by your group is not foul or offensive. As well as not being appropriate to a Scout campsite please consider your neighbours.

DBS

All adults staying overnight with scout groups must be Scout Association DBS checked. For non-scout bookings, the declaration must be signed and returned prior to the booking taking place.

FELLING TREES

No trees are to be felled without permission. The use of chainsaws is strictly prohibited without the correct licenses required AND written permission directly from Buckmore Park Operations Committee. Any permission given is day, time and task specific and must be granted for each task. This is to maintain the safety of all users of BPSC and to protect our ancient woodland. Any person(s) found to breach this rule, due to incorrect day, time or who do not have permission or correct license will be asked to leave BPSC and the matter will be passed to the Operations Committee for action.

FIRES

Please keep fires to the established areas around the **outside** of the sites some of which do have solid fire bases adjacent to them; **do not light fires on the grassed areas or in the middle of sites**. Any booking which causes damage to grassed areas will be charged a fee.

All fires are to be fully extinguished before leaving the site.



Section 3 - General Information and Site Rules

FIREWOOD

Fallen Firewood can be found in abundance around the site. Some Felled trees might be available for use. You will be told of any such Firewood upon arrival. Under **NO** circumstances may trees be felled.

NOISE

A 'noise curfew' is in place between 2300 and 0730. Please respect your camping neighbours

PETS

No pets of any description are allowed in Buckmore Park. The only dogs permitted are registered Assistance Dogs and Guide Dogs.

PHOTOGRAPHY AND OTHER MEDIA

All photographs, videos and any other recorded media may be used by Buckmore Park Scout Campsite for marketing or advertising purposes without any payment or compensation being offered and without any request being made to featured parties.

PITS

No Pits may be dug at BPSC

PUBLIC RIGHTS OF WAY (PROW)

BPSC has two PROW's one a bridle way and the other a public footpath. Please politely ask any member of the public deviating from these paths to leave the campsite. Footpaths are not near camp sites and should not impact on the safety of your group.

RESPONSIBILITY

Responsibility for the supervision and welfare of group's remains with the responsible adult (camp leader) notified on the booking form.

RUBBISH

All rubbish must be removed from site. **Any rubbish left will be cleared and a fee of up to £75 will be charged.**

SECURITY AND VALUABLES

Please do not leave your campsite or valuables unattended. It is not possible to secure 142 acres and management takes no responsibility for any property lost, damaged or stolen whilst in The Park.

SHOWERS AND TOILETS

We currently have 2 shower blocks and two toilet blocks. Please ensure that you can leave them in a clean state. We have no resident warden so we are dependent on everyone leaving them as they would wish to find them. **Failure to leave them in an acceptable condition will incur a charge of up to £75.**



Section 3 - General Information and Site Rules

SMOKING

We discourage smoking in front of young people and anywhere on the campsite. Scouting guidelines and good practice must be adhered to, even if you are a non-scouting group.

VEHICLES

Vehicles are not allowed on camping areas. We do allow vehicles on site adjacent to camping areas to unload bulky camping equipment. Any vehicles taken on site are done so at the owner's personal risk. If you have a specific requirement concerning keeping a vehicle near your allotted site then please speak to a member of the BPSC team who will use their discretion. **Parents/carers must not drive beyond the car park to drop young people off.** The site speed limit is 5 miles per hour. Please ensure all adults in your group are aware of this including those dropping off or collecting.

WATER

A water tap is located on the building between the toilets and the office. As running water is metered, it is requested that campers ensure that all taps are properly turned off after use.

WOODLAND

Buckmore Park is a large, natural, beautiful woodland of mainly deciduous trees, the majority of which are Sweet Chestnuts. Amongst them there are some very large and not so large standard trees such as Oaks, Hornbeams, Ash and Yew trees and many others.

Due to the diversity of the nature found in our woodland, leaders should make their members aware of the dangers of touching or ingesting of plants or fungi on the site.

Failure to comply with the above rules may result in your group being asked to leave the campsite with immediate effect whatever the time of day. The local police will support us in this action.



Section 4 – Essential Activity Information

INTRODUCTION

BPSC offers a range of Instructor led and self-led activities. Detailed activity information can be found on our website buckmorepark.org.uk under the “Activities” heading. Detailed information and forms can be found under the “Documents and Forms” heading.

This section contains the absolute bare essential information for groups and if booking activities, you are highly recommended to read the Activity Instructions and Risk Assessments held in the “Documents and Forms” section of the website.

CAVING

BPSC provide all instructors for caving sessions. BPSC also provide the necessary protective equipment for participants consisting of a safety helmet and headlight.

Participants **MUST** be wearing suitable clothing* as required for those sections of the system they are to use. The sump** has particular requirements.

* suitable clothing i.e. old clothes which can get wet and dirty, long sleeves, long trousers, sturdy footwear or wellingtons. Remember this clothing will get wet, dirty and scuffed so do not wear anything you might want to wear elsewhere.

**Cavers using the ‘sump’ will require a complete change of clothing as this feature involves either partial or complete immersion in water.

Whilst caving does not require parental consent for Scout Association members, given the clothing requirement and the nature of the activity groups might like to ask for parental permission to cave. A suggested form can be found at Annex ZZZ to this Customer Information Pack.

MOUNTAIN BIKING

BPSC provide the Mountain Bikes and Helmets – which must be worn correctly.

Those participating in Mountain Biking should have long trousers and a long sleeve top. Trousers should not be too baggy to avoid getting trapped in the chain.

AIR RIFLES

Parental consent is essential for Air Rifles. Essential content for an Air Rifle consent form is included in Annex C. Groups can either use Annex C or the information to make their own consent and Permission form.

Archery

Parental consent is not essential for Archery. However – groups may wish to inform parents that their child is taking part in the activity. Suggested words are included in Annex C to this Customer Information Pack

Annex A – General Whole Site Risk Assessment

This Risk Assessment is to be brought to the attention of all groups visiting Buckmore Park Scout Campsite by the issuing of this Customer Information Pack.

Please take time to read this risk assessment and raise any issues with the Campsite Management Team via the Operations Committee at info@buckmorepark.org.uk. All leaders are responsible for 'real time risk assessment' during their time at the campsite. If at any time a leader assesses a risk as unacceptable they are to safely stop the activity immediately.

Risks Arising and Hazards Identified	Persons at Risk	How is the risk controlled What further Controls Are Needed	Person Responsible for controls
Insufficient first aid cover	Anyone injured on site for whatever reason	Inform all groups on site they are responsible for own their own first aid. Groups have own first aiders and first aid kit	Operations Committee Leader in charge of group
Someone being run over	Pedestrians on site	All on site informed of site speed limit of 5 miles per hour. Speed limit signs on site	Session Leader Operations Committee
Trip Hazards	All site users	Trip hazards are inevitable in woodland. Only mitigation is to monitor and remove man made hazards and inform groups (via this risk assessment) to warn all people in their group of the risks of running in woods.	Leader in charge of group
Falling Trees / Branches landing on someone	All site Users	Warn groups to look out for dead trees and avoid camping under them. Woodland Team to examine trees in camping areas on an annual basis and fell dangerous trees.	Leader in charge of group Woodland manager
Fire	All site Users	Fires are to be kept in existing fire pits, under the supervision of the leader in charge of the group. In exceptionally dry periods open fires will be prohibited. No fires are to be lit on grassed areas	Leader in charge of group
Security	All site Users	Leaders should brief their own group as to boundaries, fences, out of bounds areas and entrance, Toilets, etc.	Leader in charge of group

Annex A – General Whole Site Risk Assessment

BPSC provided activities	Activity participants	See Activity Specific Risk Assessment before participating in activity	Leader in charge of group
Disease caused by rubbish	All site Users	Groups are informed to take all rubbish home. Service Crew to monitor rubbish on site and remove as necessary.	Leader in charge of group
Fall into caving centre	All site Users	The Caving Centre has been secured. Regular monitoring (at least monthly) of Caving Centre by Management Team to ensure all locks remain in place	Caving Activity Manager

DATE OF RISK ASSESSMENT 31/12/2018

DOCUMENT APPROVED BY BPSC OPERATIONS COMMITTEE

SCHEDULED FOR REVIEW ONE YEAR FROM DATE OF ASSESSMENT



Annex B – Non-Scouting Members Declaration

(not being members of the Scout Movement)

Prior to entering Scouting premises all persons must agree to abide by The Scout Association's Child Protection and Safety Policies. These policies are reproduced overleaf. In particular it must be understood that any contravention of these policies could lead to the Scout Association initiating its own reporting and referral procedures.

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Declaration

We agree to abide by The Scout Association's Child Protection and Safety Policies and agree that all employees or contractors acting for or as agent for us will abide by it.

We also confirm that all adults entering Scout Premises as employee, contractor or agent on our behalf have been deemed suitable to work in the proximity of children and young people.

Signed Date
(for the organisation/group)

Name (please print)

Address

Name of organisation/group.....

Position held

Annex B – Non-Scouting Members Declaration

The Child Protection Policy of The Scout Association

It is the policy of The Scout Association to safeguard the welfare of all Members by protecting them from physical, sexual and emotional harm.

Accordingly, The Scout Association is committed to:

- taking into account in all its considerations and activities the interests and well-being of young people;
- respecting the rights, wishes and feelings of the young people with whom it is working
- taking all reasonable practicable steps to protect them from physical, sexual and emotional abuse; and
- promoting the welfare of young people and their protection within a relationship of trust

The Safety Policy of The Scout Association

It is the policy of The Scout Association to provide Scouting in a safe manner without risk to health, so far as is reasonably practicable. The Association believes that this responsibility ranks equally with the other responsibilities incumbent upon those providing Scouting activities and functions.

It is the responsibility of all those involved in Scouting to seek, as far as is reasonably practical, to ensure that:

- all activities are conducted in a safe manner without risk to health of participants;
- the provision and maintenance of equipment and buildings for members and others is safe and without risk to health and adequate for their welfare;
- information, instruction, training and supervision is provided with the object of ensuring the health and safety of all those involved in Scouting activities or who may be affected by them;
- Appropriate arrangements are made to ensure safety and the absence of risks to health in connection with the use, transport, storage and handling of equipment, and substances which are inherently or potentially dangerous.

Contact Details

Full Name of Child:	
Address including postcode:	
Home Phone:	Mobile Number(s):
Parent's Email Address:	
Doctor's Name, Address and Phone Number:	
Any Special information (e.g. allergies, medical conditions or any other information about your child which you think we may need to know about – including for activities at the event)	
Date of Birth	Date of Last Tetanus:

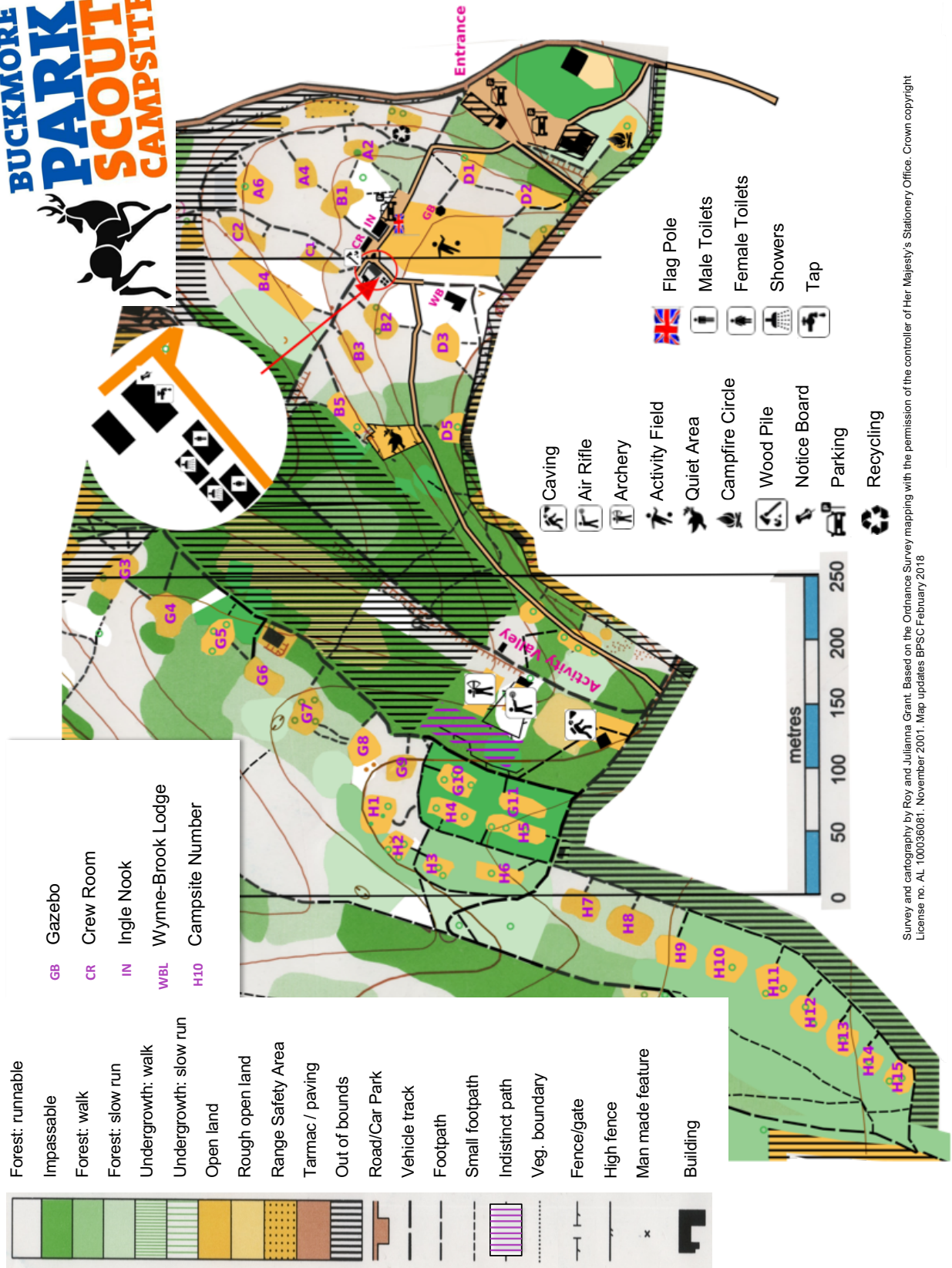
Emergency Contact (Someone we could contact in an emergency if we were unable to contact Parent / Guardian)

Name:	Relationship to Child:
Home Phone:	Mobile Number(s):

Consents / Permissions - Please read carefully and delete as appropriate:

Air Rifle: I, being the parent/guardian of the person named above declare that he / she is not subject to restriction by virtue of Section 21 of the Firearms Act 1968 (which applies only to persons who have served a term of imprisonment or youth custody) and give consent for him / her to participate in air rifle shooting.
Archery: I have noted the arrangements for archery and I am content for my child / ward to participate.
Caving: I have noted the arrangements for caving and I am content for my child / ward to participate.
Photography: On occasions, photographs and videos of Scouts taking part in activities are taken for a variety of uses. On occasions these may be submitted to the local newspapers, the Group, District or County newsletters and websites or put on display. If you have any objections please indicate you are not willing for your child's image to be used in this way by ticking the box: <input type="checkbox"/>
Medical: If it becomes necessary for the above-named young person to receive medical treatment and I cannot be contacted to authorise this, I hereby give my general consent to any necessary medical treatment and authorise the Leader in charge to sign any document required by the hospital authorities.

Signed:	Date:
Name:	Relationship to young person:



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