

Barnet Environment Centre – Booking Conditions

1. Booking and Confirmation

1.1 All bookings at Barnet Environment Centre are subject to availability and are only confirmed once the booking has been accepted by Barnet Environment Centre.

1.2 The person making the booking is responsible for providing accurate contact details, group numbers, age ranges and any other information requested at the time of booking.

1.3 A booking confirmation will normally be provided in writing. The booking is considered confirmed once confirmation has been issued.

2. Payment

2.1 The full fee must be paid by the date stated on the booking confirmation or invoice.

2.2 Barnet Environment Centre reserves the right to cancel bookings where payment has not been received by the agreed deadline.

2.3 Any additional charges incurred during a visit, including agreed additional activities, facilities or extended use of the Centre, may be invoiced separately.

3. Cancellation by the Customer

3.1 Cancellations must be made in writing as soon as possible.

3.2 Unless otherwise agreed in writing, the following cancellation charges will apply:

- More than 28 days before the booking: cancellation without charge, with any refundable payment returned.
- 28 days or less before the booking: 100% of the booking fee may be charged.

3.3 Barnet Environment Centre will endeavour to accommodate changes to bookings where possible. Changes to dates, times or group numbers are subject to availability.

3.4 Where a booking is cancelled due to exceptional circumstances, Barnet Environment Centre may use its discretion regarding cancellation charges.

4. Cancellation by Barnet Environment Centre

4.1 Barnet Environment Centre reserves the right to cancel or rearrange a booking where circumstances outside its reasonable control make the booking unsafe or impractical.

4.2 Such circumstances may include unsafe site conditions, loss of essential facilities, emergency works or other unforeseen circumstances.

4.3 Where Barnet Environment Centre cancels a booking, the Centre will endeavour to offer an alternative date. Where this is not possible, any payment made for the cancelled booking will normally be refunded.

5. Arrival and Departure

5.1 Groups must arrive and leave at the times stated on their booking confirmation.

5.2 Early arrival or late departure is not permitted unless agreed in advance.

5.3 The person responsible for the booking must ensure that the group follows any arrival, parking, access and departure instructions provided by Barnet Environment Centre.

6. Group Supervision

6.1 The person responsible for the booking remains responsible for the supervision and behaviour of their group throughout the visit.

6.2 For children's groups, the required adult-to-child supervision ratios must be maintained at all times.

6.3 Barnet Environment Centre staff provide environmental education, activities and/or guidance but do not take over the safeguarding or supervision responsibilities of the visiting organisation unless this has been specifically agreed as part of the booking.

6.4 Visitors must follow reasonable instructions given by Barnet Environment Centre staff.

7. Safeguarding

7.1 Organisations bringing children or vulnerable people to the Centre remain responsible for their own safeguarding arrangements, policies and procedures.

7.2 Visiting organisations must ensure that their staff and volunteers meet any safeguarding requirements applicable to their organisation.

7.3 Any safeguarding concerns arising during a visit should be reported immediately to the responsible member of Barnet Environment Centre staff.

8. Health and Safety

8.1 All visitors must follow the Centre's health and safety instructions and any site-specific rules.

8.2 The booking organiser must inform Barnet Environment Centre in advance of any relevant medical, mobility, accessibility or other requirements that may affect participation or safe use of the site.

8.3 Appropriate clothing and footwear must be worn for outdoor activities and weather conditions.

8.4 Barnet Environment Centre reserves the right to stop an activity or restrict access to an area where it considers this necessary for safety reasons.

9. Outdoor Activities and Weather

9.1 Many activities at Barnet Environment Centre take place outdoors and may continue in a range of weather conditions.

9.2 Visitors should arrive appropriately dressed for the forecast conditions, including suitable footwear, waterproof clothing, sun protection and drinking water where appropriate.

9.3 In extreme or unsafe weather conditions, Barnet Environment Centre may amend, relocate or cancel activities.

10. Damage, Loss and Behaviour

10.1 Visitors must take reasonable care of the Centre, its buildings, equipment, gardens, habitats and facilities.

10.2 The booking organiser may be charged for deliberate or negligent damage caused by members of their group.

10.3 Barnet Environment Centre cannot accept responsibility for personal belongings that are lost, stolen or damaged while on site.

10.4 Aggressive, abusive, discriminatory or otherwise unacceptable behaviour towards staff, volunteers or other visitors will not be tolerated.

10.5 Barnet Environment Centre reserves the right to ask individuals or groups to leave the site where their behaviour presents a risk to others, causes significant disruption or breaches these booking conditions.

11. Accessibility and Additional Requirements

11.1 Barnet Environment Centre aims to make its activities and facilities as accessible as reasonably possible.

11.2 Customers should discuss accessibility requirements at the time of booking so that appropriate arrangements can be considered in advance.

11.3 Some outdoor areas may have uneven, muddy or difficult terrain. Visitors should contact the Centre before booking if they require information about specific areas or activities.

12. Food, Drink and Waste

12.1 Visitors must follow any food and drink restrictions communicated by Barnet Environment Centre.

12.2 Groups are responsible for taking their rubbish with them.

13. Photography and Filming

13.1 Visitors may take photographs for personal use unless otherwise advised.

13.2 Organisations are responsible for obtaining any necessary permissions or consents for photographing or filming children or other individuals in their group.

13.3 Barnet Environment Centre will seek appropriate consent before using identifiable images of visitors for promotional purposes.

14. Animals, Plants and Wildlife

14.1 Visitors must respect the Centre's wildlife, habitats and planting.

14.2 Animals, plants, fungi and other natural materials must not be removed from the site unless this forms part of an organised activity authorised by Barnet Environment Centre.

14.3 Visitors must follow instructions regarding interaction with wildlife, pond dipping, handling animals or use of natural materials.

15. Liability

15.1 Barnet Environment Centre will take reasonable steps to provide a safe environment and appropriate information for visitors.

15.2 Visitors and booking organisers remain responsible for taking reasonable care of themselves and those in their care.

15.3 Barnet Environment Centre will not be responsible for loss or damage arising from circumstances outside its reasonable control.

15.4 Nothing in these booking conditions excludes or limits liability where doing so would be unlawful.

16. Complaints and Feedback

16.1 Barnet Environment Centre aims to provide a welcoming, safe and enjoyable experience.

16.2 Any concerns should be raised with a member of staff as soon as possible so that the Centre has an opportunity to resolve them.

16.3 Formal complaints should be submitted in writing to Barnet Environment Centre using the contact details provided with the booking.

17. Acceptance of Conditions

17.1 By making a booking, the booking organiser confirms that they have read and agree to these booking conditions.

17.2 These conditions apply unless alternative arrangements have been agreed in writing by Barnet Environment Centre.

17.3 Barnet Environment Centre reserves the right to review and update these booking conditions from time to time. The conditions applying to a booking will normally be those in force at the time the booking is confirmed.

Barnet Environment Centre

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Last updated: August 2026