



17th March 2020

Customer Notice

Customers of Harmergreen Wood, Phasels Wood, Tolmers, Lochearnhead and Well End

We have been notified by the Scout Association that effective from today, face to face Scouting activity will be suspended for the time being – in line with the guidance issued by the Prime Minister today to avoid non-essential travel and face to face contact.

In line with this guidance, Hertfordshire Scouts Activity Centres will be closed to external visitors from 17:00 today. We will continue to staff our offices in order to support and deal with customer queries as they arise.

Please bear with us if you are trying to contact our Centres as there are likely to be an unprecedented amount of customers trying to contact us over the coming days. If you cannot get through by phone, please e-mail us and we will work our way through responses – those with the closest bookings will be prioritised.

Should we be unable to fulfil an existing booking, at the point that it passes, you will have the option to transfer your deposit to a later date or request a refund. Initially we will work through bookings through to the end of April, then work on a month by month basis. We will give at least 14 days notice of our intention to re-open based on the prevailing Government advice.

For those booked up to the end of the Summer Term, should you wish to transfer your booking to a later date, we will transfer your deposit to another booking up to the 31st December 2021. These transfers will be allocated based upon the date that they are initially requested and subject to availability.

Please support our staff during this unprecedented time and understand they have a difficult task ahead of them. We are all facing uncertainty and frustrations, by working together we will find solutions, if we are adversarial, we will create difficulties.

Mark Jefferson
Activity Centres Management Committee Chair

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Hertfordshire County Scout Council

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