



31st July 2020

Customer Notice

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

The Scout Association have now issued a framework for the return to face to face Scouting, which can be followed by those who are comfortable with the principal of returning. This framework includes both a Covid Code and clear guidance on a traffic light status for the resumption of any Scouting activity.

If you would like to further understand this code and our approach as Hertfordshire Scouts, I actively encourage you to view our [County All Leaders Webinar](#) held on the 28th July, or read [the supporting slide pack](#).

Our current plan is to focus on the facilitation of face to face Scouting from late September onwards, offering opportunities for both evening and weekend use. The nature of our offer will be aligned to the current traffic light status issued by the National Youth Authority. At present we will not be resuming provision for any non-Scouting Groups at this point, but will continue to keep this under review.

Compliance to the requirements set out in Scouts Framework for Face to Face activity will be a pre-requisite for any Group using our centres. We will set out a clear booking process and supporting documentation to be available from 1st September. We reserve the right to amend these plans and/or cancel bookings should we be subject to additional local measures relating to the control of Covid 19.

As residential experiences and group sizes of larger than 15 are outside the scope of the current guidance, we are extending the option to transfer your deposit to a later date or request a refund to cover bookings up to 28th February 2021.

Should you wish to transfer your booking to a later date, we will transfer your deposit to another booking up to the 28th February 2022. These transfers will be allocated based upon the date that they are initially requested and subject to availability.

Thank you for the understanding that you have shown to the limited number of team members who continue to care for our Centres and provide an office service. Please continue to support them as they work through this process and continue to show understanding if responses are not as fast as you would usually expect.

We will periodically provide further updates subject to Government advice and look forward to providing you with outdoor adventurous activities in the future.

Mark Jefferson
Activity Centres Management Committee Chair

Mark.jefferson@hertfordshirescouts.org.uk

Hertfordshire County Scout Council

County Headquarters: Well End Activity Centre, Well End Road, Borehamwood, Hertfordshire WD6 5PR
Tel: 020 8236 0040 e-mail: admin@hertfordshirescouts.org.uk www.hertfordshirescouts.org.uk
County Commissioner: Liz Walker County President: Robert Voss CBE County Chairman: Michael Shurety
Charity No: 302606 Scottish Charity No: 39650 VAT registration No: 761 4558 19