



Camp Mill, Soudley, Forest of Dean, Gloucestershire, GL14 2UB
01594 822170 Harri@deanheritagecentre.com

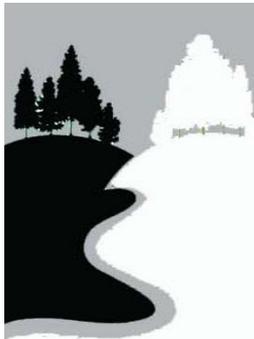
Dean Heritage Centre (DHC) Terms and Conditions

Visitor information and associated terms and conditions of entry

We hope you have a great day with us. Your safety is paramount, as is the safety of the staff, volunteers and wildlife on our woodland site. To ensure everyone has a safe and enjoyable day, we have terms and conditions of entry that everyone needs to observe.

1. Visitors are asked to respect the exhibits, habitats and wildlife of the centre by keeping to the paths and defined tracks at all times.
2. Please ensure that children are supervised at all times and please be aware that some of our streams and ponds have deep water. Children under the age of 16 must be accompanied by an adult at all times during a visit.
3. Safety signs are there for your protection - please obey the signage and do not attempt to go beyond any enclosure barriers. Please do not:
 - Climb on any trees or shrubs
 - Prune or pick any flowers or vegetation
 - Enter any water body
4. The last admission to the Centre is 60 minutes prior to the advertised closing time.
5. Due to the limited availability of car parking spaces, vehicles may only be left for the duration of the visit to the centre unless £3 is paid at reception should you wish to go walking offsite.
6. Mobility scooters are welcome on site. For more information on what we offer for people with disabilities, please see <http://www.deanheritagecentre.com/pdf/dhcaccessstatement.pdf>
7. We do not allow dogs or pets of any kind on site, with the exception of assistance dogs on duty, as our wildlife may become distressed. Assistance dogs must be kept on the lead and under control and harnesses must state "working or assistance dog". Please ensure any dog waste is removed. If any of our birds/animals are affected by the presence of your dog, we may have to ask you to move away from the area.
8. To prevent distress to our wildlife, we do not allow the following on site:
 - Scooters, bicycles, tricycles, roller skates/blades/wheelies or skateboards
 - Footballs, tennis balls, Frisbees or any ball games
9. In accordance with UK law, smoking is prohibited on our site except for in the car park and outdoor veranda by the cafe. Visitors who wish to smoke are asked to consider the welfare and comfort of other visitors, especially children, by not smoking in or around picnic areas, play areas or areas where children's activities are being held. In periods of extreme dry weather the DHC reserves the right to designate the whole site non-smoking in order to reduce the risk of fire.





The Dean Heritage Centre

Camp Mill, Soudley, Forest of Dean, Gloucestershire, GL14 2UB
01594 822170 Harri@deanheritagecentre.com

10. Photography is permitted on site for personal use only. All commercial/stock library photography, filming, recording, etc. must be agreed in advance with the centre. Please contact harri@deanheritagecentre.com for any commercial filming or photographic enquiries.

11. DHC reserves the right to ask for additional identification to aid proof of membership.

Other important information

- Re-admission to the site on the same day is permissible upon production of your valid entry receipt.
- It must be understood that for operational, technical, weather related or other reasons beyond our control, any exhibit/attraction may have to be closed, removed, altered in type or otherwise be unavailable at any time, without prior notice.
- The DHC reserves the right to refuse entry into or remove from the premises, any person that:
 - Has behaved in a manner which, the DHC feels has, or is likely to, adversely affect the safety or enjoyment of other visitors and/or employees
 - Is, or appears to be, under the influence of alcohol or drugs.
 - Has used threatening, abusive or insulting language to a member of staff or visitor.
- Visitors are admitted subject to a condition that, if requested to do so, they will allow themselves and/or their belongings to be searched by DHC staff.
- The DHC reserves the right to amend and/or alter the conditions of issue associated with entrance to the centre without any prior notification.
- The DHC's decision on all matters relating to admission to the Centre and/or to these conditions is final and no further correspondence will be entered in to.

Vouchers and Discount Schemes

The DHC has many vouchers and discounts with various media partners. Please see below for terms of use:

- Vouchers cannot be used in conjunction with any other offer
- Vouchers are limited to one voucher per transaction
- Vouchers are not valid on selected special event days.
- Original vouchers only are accepted, no photocopies allowed.
- Vouchers cannot be refunded or exchanged for cash or other denominated vouchers.
- The DHC reserves the right to amend these terms and conditions without prior notice.

Tesco Vouchers

- A Tesco voucher is only good for a single transaction; any remaining amount is not exchangeable with cash or another voucher and will be automatically forfeited.
- Any additional cost exceeding the value of a Tesco voucher will be paid by the redeemer.





Camp Mill, Soudley, Forest of Dean, Gloucestershire, GL14 2UB
01594 822170 Harri@deanheritagecentre.com

- In the event of any dispute, the decision of the Dean Heritage Centre is final.

Sainsbury's Nectar Voucher

- A Nectar voucher is only good for a single transaction; any remaining amount is not exchangeable with cash or another voucher and will be automatically forfeited.
- Any additional cost exceeding the value of a Nectar voucher will be paid by the redeemer.
- In the event of any dispute, the decision of the Dean Heritage Centre is final.

2014 Exempt Events are:

Room on the Broom launch event
Fire and Wood Festival
Home Front Dean Weekend
Dragon Festival

Image use

Any pictures provided by visitors are sent to us with the understanding that they may be used for marketing purposes in print and social media by the DHC and its partners including publishers, sponsors and external licensors for the Gruffalo, Gruffalo's Child, Room on the Broom and The Very Hungry Caterpillar (VHC).

By sharing or uploading images with us you give permission for the use of them and consent for all parties who appear in the image.

Website Terms and Conditions

Welcome to our website. If you continue to browse and use this website, you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern the Dean Heritage Centre's relationship with you in relation to this website. If you disagree with any part of these terms and conditions, please do not use our website.

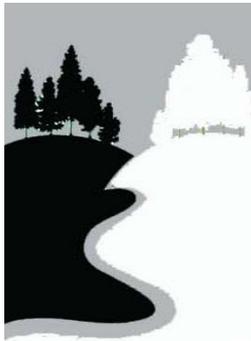
The term Dean Heritage Centre or 'us' or 'we' refers to the owner of the website whose registered office is:

Wildin and Co.
King's Buildings
Lydney
Gloucestershire
GL15 5HE

The term 'you' refers to the user or viewer of our website.

The use of this website is subject to the following terms of use:





The Dean Heritage Centre

Camp Mill, Soudley, Forest of Dean, Gloucestershire, GL14 2UB
01594 822170 Harri@deanheritagecentre.com

- The content of the pages of this website is for your general information and use only. It is subject to change without notice.
- Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.
- Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements.
- This website contains material which is owned by or licensed to us. This material includes, but is not limited to, the design, layout, look, appearance and graphics. Reproduction is prohibited other than in accordance with the copyright notice, which forms part of these terms and conditions.
- All trademarks reproduced in this website, which are not the property of, or licensed to the operator, are acknowledged on the website.
- Unauthorised use of this website may give rise to a claim for damages and/or be a criminal offence.
- From time to time, this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).
- Your use of this website and any dispute arising out of such use of the website is subject to the laws of England, Northern Ireland, Scotland and Wales.

