



## THE PAVILION BISLEY

### ACCOMMODATION, CAMPING & VENUE HIRE TERMS & CONDITIONS

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Issued by:

The Pavilion Bisley  
Queen's Way, Bisley Camp  
Brookwood,  
Surrey  
GU24 0PB

#### 1. INTRODUCTION

These Terms and Conditions govern the provision of accommodation, camping facilities, venue hire and associated services provided by The Pavilion Bisley and the National Rifle Association ("the NRA") at Bisley Camp.

These Terms apply to all guests, visitors, hirers, event organisers, exhibitors, contractors and suppliers using any accommodation, venue or facility operated by The Pavilion Bisley.

By making a reservation, attending an event or occupying accommodation, the Hirer and all guests agree to be bound by these Terms and Conditions.

#### 2. DEFINITIONS

For the purposes of these Terms and Conditions:

"The Pavilion Bisley" means The Pavilion Bisley and/or the National Rifle Association.

"The NRA" means the National Rifle Association of the United Kingdom.

"The Hirer" means the individual, company, organisation or group responsible for making the booking.

"Guest" means any person attending, staying at or participating in a booking or event.

"Venue" means any room, facility, accommodation unit, camping pitch or external area made available for hire.

"Event" means any corporate function, meeting, conference, wedding, private celebration, exhibition, trade fair, sporting function, training course or organised gathering.

#### 3. RIGHT OF ADMISSION RESERVED

The NRA reserves the absolute right to refuse admission to, or require the immediate removal of, any person from Bisley Camp, Pavilion Bisley accommodation or any venue without refund where:

- Their conduct is considered unsafe, disruptive, abusive or unlawful;
- They fail to comply with instructions issued by staff;
- They are under the influence of drugs or alcohol to a degree that presents a risk to themselves or others;



- They cause damage to property;
- They behave in a manner likely to cause nuisance, annoyance or distress to other guests.

The NRA reserves the right to terminate any booking immediately where these circumstances occur.

#### 4. BOOKING CONFIRMATION

##### Accommodation and Camping

All accommodation and camping bookings must be paid in full at the time of booking unless otherwise agreed in writing.

A booking shall only be considered confirmed when payment has been received.

##### Venue Hire and Events

Venue hire bookings are provisional until:

- A signed booking agreement has been received (where applicable);
- The required deposit has been paid (where applicable);
- Written confirmation has been issued by Pavilion Bisley.

The Pavilion Bisley reserves the right to release provisional bookings without notice where payment deadlines are not met.

#### 5. PRICING AND PAYMENT

All prices are inclusive of VAT unless otherwise stated.

##### Accommodation and Camping

Full payment is required prior to arrival.

##### Venue Hire and Events

A non-refundable deposit equal to 50% of the estimated booking value is required to secure the booking.

The remaining balance together with any additional charges incurred shall be invoiced following the event.

Invoices must be paid within 14 days of the invoice date unless alternative arrangements have been agreed in writing.

The Pavilion Bisley reserves the right to charge interest on overdue accounts in accordance with the Late Payment of Commercial Debts (Interest) Act 1998.

#### 6. CANCELLATION AND POSTPONEMENT POLICY

##### Accommodation and Camping

Cancellations received more than seven full days prior to arrival will receive a full refund.



Cancellations received between seven days and forty-eight hours prior to arrival will incur a cancellation charge equal to 50% of the booking value.

Cancellations received within forty-eight hours of arrival are non-refundable.

#### Venue Hire and Events

All cancellations must be submitted in writing.

Where notice is received more than thirty days before the event date, the deposit may be transferred to a new date within twelve months, subject to availability.

Where cancellation or postponement occurs within thirty days of the event date, all deposits paid shall be forfeited.

The Pavilion Bisley reserves the right to recover any costs already incurred on behalf of the Hirer including, but not limited to, catering commitments, supplier charges and staffing costs.

#### 7. LIABILITY

Guests, visitors and hirers enter and use Bisley Camp entirely at their own risk.

The Pavilion Bisley and the NRA shall not be liable for:

- Loss, theft or damage to personal belongings;
- Damage to vehicles or vehicle contents;
- Loss of business, profit or reputation;
- Indirect or consequential losses arising from a booking.

Nothing within these Terms shall exclude liability for death or personal injury caused by negligence where such liability cannot lawfully be excluded.

#### 8. DAMAGE AND BREAKAGES

The Hirer shall be responsible for all loss or damage caused by:

- The Hirer;
- Guests;
- Contractors;
- Exhibitors;
- Third-party suppliers.

This includes damage to:

- Buildings;
- Fixtures and fittings;
- Furniture;
- Equipment;
- Grounds and landscaping.

The Pavilion Bisley reserves the right to recover the full cost of repair, replacement and associated labour.



## 9. BEHAVIOUR AND CONDUCT

All guests must conduct themselves responsibly at all times.

The following behaviour is prohibited:

- Aggressive, threatening or abusive behaviour;
- Harassment of staff or other guests;
- Illegal drug use;
- Excessive intoxication;
- Reckless conduct;
- Unauthorised access to restricted areas.

Individuals failing to comply may be removed from site without refund.

## 10. FIRE SAFETY

Open fires are prohibited throughout Bisley Camp.

BBQs are permitted only where:

- Raised above ground level;
- Positioned a minimum of three metres from any structure;
- Constantly supervised;
- Fully extinguished after use.

Fire exits, emergency routes and firefighting equipment must remain unobstructed at all times.

All guests must comply with emergency evacuation procedures and staff instructions.

## SECTION B – ACCOMMODATION TERMS

### 11. CHECK-IN AND CHECK-OUT

Check-in is available from 3:00pm on the day of arrival.

Check-out must be completed by 9:00am on the day of departure.

Early check-in and late check-out requests are subject to availability and may incur additional charges.

### 12. OCCUPANCY

The maximum occupancy of each room must not be exceeded.

Unauthorised guests may result in immediate cancellation of the booking without refund.

### 13. BOOKING TRANSFERS

Accommodation bookings are non-transferable.

The individual named on the booking confirmation shall be deemed the guest responsible for the reservation and must occupy the accommodation unless otherwise agreed in writing by The Pavilion Bisley.



Should a guest no longer require their accommodation booking, the reservation must be cancelled in accordance with the applicable cancellation policy. The accommodation may then be made available for rebooking by another guest, subject to availability.

The Pavilion Bisley does not permit the resale, assignment, transfer or exchange of accommodation bookings between individuals, organisations or third parties.

Any unauthorised transfer of a booking may result in the cancellation of the reservation without refund.

The Pavilion Bisley reserves the right to request photographic identification from guests upon check-in and may refuse accommodation where the name of the arriving guest does not match the booking details.

#### 14. PETS

Dogs are permitted only in designated dog-friendly rooms and approved camping areas.

A charge may apply.

Owners remain responsible for:

- Their dog's behaviour;
- Any damage caused;
- Cleaning up after their pet.

#### 15. FIREARMS AND SECURITY

No firearm, shotgun or airgun shall be left unattended at any time.

Guests must comply with all NRA regulations relating to the storage, transport and handling of firearms whilst on Bisley Camp.

#### 16. LOST KEYS

Lost or unreturned accommodation keys may incur a replacement charge of £50.00, plus VAT.

### SECTION C – CAMPING TERMS

#### 17. AUTHORISED CAMPING

Camping is only permitted within designated camping areas approved by the National Rifle Association (NRA) at Bisley Camp.

Permitted camping units include:

- Tents
- Motorhomes
- Caravans
- Campervans
- Folding caravans
- Trailer tents



Camping in any area not specifically designated for camping is strictly prohibited.

Any person found camping in an unauthorised area may be required to leave the site immediately and may be charged with trespass.

#### 18. CAMPING PERMITS

All campers must hold a valid camping permit for the duration of their stay.

Permits must be collected from Pavilion Bisley Reception prior to occupying a pitch.

Camping permits must be displayed prominently at all times.

For tents, permits should be attached to the main entrance or zipper area.

For motorhomes, caravans and campervans, permits should be displayed in a window visible from outside the vehicle.

Failure to display a valid permit may result in removal from the site without refund.

#### 19. PITCH ALLOCATION

Camping pitches are allocated subject to availability.

Campers must occupy only the pitch or area assigned to them.

The NRA reserves the right to relocate campers where operational requirements, safety concerns or event activities make this necessary.

Tents must not be erected on caravan sites unless prior written permission has been granted by the NRA.

#### 20. VEHICLES

All vehicles must be parked responsibly and in accordance with instructions issued by staff.

Emergency access routes, fire lanes and roadways must remain clear at all times.

Vehicles and their contents remain entirely at the owner's risk.

The NRA accepts no liability for loss, theft or damage to vehicles or vehicle contents.

#### 21. OCCUPANCY AND CONDUCT

Campers must behave in a considerate and responsible manner at all times.

Noise should be kept to a minimum between:

10:00pm and 6:00am

The following behaviour is prohibited:

- Excessive noise
- Anti-social behaviour
- Harassment of other campers



- Illegal activity
- Damage to property
- Unauthorised commercial activity

The NRA reserves the right to remove any person whose behaviour adversely affects other site users.

## 22. FIRE SAFETY

Open fires are strictly prohibited throughout Bisley Camp.

BBQs may only be used where:

- Raised above ground level
- Positioned at least three metres from any structure, tent or vehicle
- Properly supervised at all times

A suitable means of extinguishing the BBQ, including water or a fire extinguisher, should be readily available.

Campers are responsible for ensuring that all BBQs are fully extinguished before being left unattended.

## 23. GAS CYLINDERS AND COOKING EQUIPMENT

All gas appliances and cylinders must be maintained in a safe condition.

Campers are responsible for ensuring that all equipment is used in accordance with manufacturer instructions.

The NRA reserves the right to prohibit the use of any equipment considered unsafe.

## 24. WASTE DISPOSAL

Campers are responsible for maintaining their pitch in a clean and tidy condition.

All rubbish must be disposed of using the designated waste facilities provided on site.

Waste must not be left beside bins, on pitches or elsewhere around Bisley Camp.

## 25. CHEMICAL TOILET DISPOSAL

Chemical toilet waste may only be emptied at designated Elsan disposal points.

Campers must not discharge waste into drains, toilets or any area not specifically designated for chemical waste disposal.

Failure to comply may result in removal from site and recovery of cleaning costs.

## 26. WATER AND SITE FACILITIES

Water points, shower facilities and ablution blocks are provided for the convenience of campers.

Campers are expected to use these facilities responsibly and report any defects or damage to Pavilion Bisley Reception.



The NRA reserves the right to temporarily close facilities for maintenance, repairs or operational reasons.

## 27. PETS

Dogs are permitted within authorised camping areas.

All dogs must remain under control and on a lead within the domestic areas of Bisley Camp and whenever shooting activities are taking place.

Owners are responsible for:

- Cleaning up after their pets and disposing of in designated dog waste bins
- Preventing nuisance or disturbance
- Ensuring the safety of other site users

The NRA reserves the right to require the removal of any animal causing disturbance or safety concerns.

## 28. LIABILITY

Campers occupy pitches entirely at their own risk.

The NRA and the Pavilion Bisley shall not be liable for:

- Loss or theft of personal belongings
- Damage to camping equipment
- Vehicle damage
- Weather-related damage
- Interruption to camping facilities

Nothing in these Terms excludes liability where such exclusion would be unlawful.

## 29. COMPLIANCE WITH SITE RULES

All campers must comply with:

- NRA Standing Orders
- Bisley Camp Site Rules
- Instructions issued by the Pavilion Bisley staff
- Health and Safety requirements

Failure to comply may result in immediate removal from the site without refund.

## SECTION D – VENUE HIRE AND EVENTS

### 30. VENUE HIRE SPACES

Venue hire facilities include but are not limited to:

- Vickers Room
- Conservatory
- Webley Room



- Enfield Room
- Ballroom
- Pavilion decking and associated event spaces

### 31. FINAL NUMBERS

Final attendance numbers must be confirmed in writing no later than seven working days before the event.

These numbers shall become the minimum chargeable attendance figures.

### 32. DIETARY REQUIREMENTS

Dietary requirements must be submitted no later than seven working days prior to the event.

Late requests may incur additional charges.

### 33. DECORATIONS

The following are prohibited without prior written consent:

- Candles and naked flames;
- Pyrotechnics;
- Fireworks;
- Confetti;
- Glitter;
- Smoke machines;
- Fixings attached to flooring and/or walls.

The Hirer shall be liable for any damage caused by decorations.

### 34. THIRD-PARTY SUPPLIERS

All external suppliers must:

- Hold appropriate Public Liability Insurance;
- Comply with venue health and safety requirements;
- Follow all instructions issued by the Pavilion Bisley staff.

Copies of insurance certificates may be requested.

### 35. ALCOHOL AND LICENSING

The Pavilion Bisley reserves the right to refuse service of alcohol in accordance with licensing legislation.

No alcohol may be brought onto the premises without prior written approval.

### 36. ENTERTAINMENT AND NOISE

Entertainment must conclude at the agreed finishing time.

Noise levels must remain reasonable and comply with licensing requirements.



### 37. INSURANCE

Corporate clients, exhibitors, wedding organisers and event organisers may be required to provide evidence of Public Liability Insurance upon request.

### 38. EQUIPMENT AND PROPERTY

The Pavilion Bisley accepts no responsibility for exhibition materials, merchandise, firearms-related equipment, displays, promotional materials or personal property brought onto site.

All items remain entirely at the owner's risk.

### 39. PHOTOGRAPHY

The Pavilion Bisley may photograph or film events for marketing purposes.

Any guest wishing not to appear in promotional material must notify the venue in writing prior to the event.