

Range Booking Terms and Conditions

General

These Terms and Conditions constitute the agreement between you and the National Shooting Centre Ltd (NSC) relating to the provision of services you have purchased. These conditions supersede all other proposals both oral and written.

Eligible Range Users

Only NRA individual members, members of NRA affiliated clubs shooting on club days, those attending a guest/corporate day, those that have paid for Meeting Membership may shoot at Bisley.

Certificates of Competency

In making a booking and accepting these Terms and Conditions, the individual making the booking is agreeing to abide by NSC Bisley Range Regulations (<https://nationalshootingcentre.co.uk/range-regulations/>) and is responsible for ensuring that all personnel attending and shooting at Bisley are qualified and entitled to do so. The Range Officer who signs on to the range will assume responsibility for all activities on the day.

All shooters, other than those under one-to-one supervision, must have an in-date Shooter Certification Card (SCC) for the type of shooting taking place.

Booking Targets

NSC Bisley Range Bookings are required to be submitted via the online booking system. Over the phone and 'Walk in' bookings are permitted, provided payment is taken at the time of booking. All bookings will be followed up with an online booking confirmation.

Club bookings, additional bookings and amendments to existing bookings will only be accepted online from an authorised person. The club secretary is normally the authorised person, however additional club officials may be nominated in writing.

Fallback booking requests

- Scheduled fallback dates can be found on the following link <https://nationalshootingcentre.co.uk/long-range-dates/>
- Weekday fallbacks, or requests for dates not shown in the above link will be subject to range availability and may only be confirmed approx. 1 week prior to the requested date

Butt Zero requests

During high season, Butt Zero bookings will only be confirmed approx. 1 month prior depending on remaining availability on Stickledown Range.

Individual/Club bookings

An individual can only make a booking for a group of individual NRA Members. Members of an affiliated club can only attend on affiliated club booking dates, or use the zero range on the day of, and one day prior to, such booking.

Amendment of Bookings

The ability of the NSC staff to accept short notice changes to the range layout is limited therefore:

During the Low Season - Range bookings for the coming weekend will be accepted until the evening of the preceding Wednesday.

During the High Season - Range bookings for the coming weekend will be accepted until the evening of the preceding Tuesday.

Bookings received after these times may be accepted, but will only be allocated a standard lane, standard NRA target face, and standard shooting position.

Late amendments to bookings (i.e. changing of targetry) are subject to availability.

Cancellation Policy

Short notice reductions in the number of lanes booked can cause disadvantage to other users.

Weekends Low Season (1 Jan – 25 Mar & 29 Oct – 31 Dec) and Weekdays (1 Jan – 31 Dec)

- Bookings cancelled/reduced with 4 or more days' notice, before the shooting date, will not be charged.
- Bookings cancelled/reduced with 3 or less days' notice, before the shooting date, will be charged at the full rate.

Weekends High Season (26 Mar – 28 Oct) – Bookings of 5 or less Targets on Century, Short Siberia and Stickledown

- Bookings cancelled/reduced with 5 or more days' notice, before the shooting weekend, will not be charged.
- Bookings cancelled/reduced with 4 or less days' notice, before the shooting weekend, will be charged at the full rate.

Weekends High Season (26 Mar – 28 Oct) – Bookings of 6 or more Targets on Century, Short Siberia and Stickledown

Bookings cancelled/reduced within 6 weeks of the shooting weekend will be liable for the following:

- More than 6 weeks before the shooting weekend: any changes made to the booking* are non-chargeable
- Targets cancelled/reduced with 3 to 6 weeks' notice before the shooting weekend: 50% of the booking* reduction is chargeable
- Targets cancelled/reduced with 1 to 3 weeks' notice before the shooting weekend: 75% of the booking* reduction is chargeable
- Targets cancelled/reduced with less than 1 weeks' notice before the shooting weekend: 100% of the booking is chargeable
- When cancellations/reductions result in a % of the booking being chargeable, the balance payment is due at time of cancellation/reduction.
- **Booking: Following a reduction of targets, the revised amount of targets becomes the booking. Any further cancellations/reductions will apply to the revised booking.*

Bookings taken at short notice will be subject to the cancellation policy

If the NSC cancels the booking on the day, or delays the commencement of shooting for any reason including inclement weather:

- A refund/credit note will be provided proportionate to the period of time lost, up to 25% of the booking or a minimum of 30 minutes
- If shooting is cancelled for the complete session, the member/club will be offered a credit equivalent or replacement booking at no charge
- Marker charges will apply under all conditions

Target Markers

The NSC invests considerable resources in recruiting and training markers, however we cannot guarantee the availability of markers. When faced with a marker shortage, Stickledown range and major competitions will take priority. All individuals/clubs should be prepared to self-mark as necessary.

Markers that are booked and subsequently cancelled by the user will be charged, unless there is sufficient notice in line with the cancellation policy to cancel the marker or reallocate.

Payment

Unless payment by invoice has previously been agreed in writing, all bookings must be paid prior to shooting. Failure to do so will result in an additional £10 admin charge.

Payment can be made via the online booking system, over the phone, or in the Range Office prior to shooting. Please note cash is not accepted.

Corporate Guest Day Bookings

If your booking is for a corporate guest day (income generating) then the NSC must be informed at the time of booking. Special conditions and charges apply – please contact the Range Office for further information.

Muzzle Brakes & Sporting Stances

The Range Office must be informed if a muzzle brake or sporting stances is required at the time of booking. We will allocate a safety lane either side to separate from other range users. Please note that the availability of a safety lane may restrict the use of muzzle brakes and sporting stances.

Note: If the only remaining lane available is next to a user with a muzzle brake or sporting stance, you will be asked if you are content to be allocated alongside. Should you wish to be plotted away from any muzzle brakes, please make us aware at the time of your booking.

Radios

Radios must be returned to the Range Office within 15 minutes of the cessation of shooting.
Note: There is a drop box outside the Range Office, should the office be closed.

The cost of any lost or damaged radios will be recovered from the club/individual concerned. During busy periods radios may have to be shared between bookings at the sole discretion of the Range Office.

Damage to Range Infrastructure and Electronic Targetry

Clubs/individuals will be held liable and charged for any damage to range infrastructure or electronic targetry.

Note: Placing alternative targets over the top of NSC issued targetry may result in subsequent charges if the target is no longer usable for other members.

Liability

Personal items brought onto the NSC are at the owner's risk. The NSC shall not be held responsible for damage or loss of any property owned by the individual / club or anyone connected to the individual / club.

Lost property will be held within the Range Office for 30 days, after which it will be disposed of. Claimed items must be collected within this period.

Safety Breaches

The NSC may determine if a safety breach has occurred. Shooters Certification Cards may be withdrawn, pending further investigation.

Hearing Protection

All shooters and all persons in close proximity to ranges must wear hearing protection when shooting is taking place.

Complaints

If you are unhappy about our services, products or the way your booking has been handled then please tell us. We will strive to resolve problems in a fair and equitable manner.

Issues arising during the course of shooting must be notified to the Range Office at the earliest opportunity so we can make all reasonable effort to find a resolution. If you are not satisfied you must register your complaint in writing to the Range Office within 7 working days of shooting. Refunds or credits will be considered on an individual basis following our investigation.

Useful Contact Details

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|--------------|--------------------------|
| Range Office | (01483) 797777 ext. 152. |
| Email | Range.office@nra.org.uk |
| Armoury | (01483) 797777 ext. 134. |
| Email: | Armoury@nra.org.uk |

Declaration

I have read and understood the terms and conditions above and accept them in full.

Additionally I accept that the NSC does not guarantee any bookings, all bookings are provisional and subject to their availability and confirmation (in the event the items you have ordered are not available, you will be contacted, offered an alternative or a full refund issued).

I agree that my details can be stored on a secure database and used by the NSC. These details will not be passed on to any other party and are for the sole use of the NSC.

I CONFIRM I AM AUTHORISED TO MAKE BOOKINGS ON BEHALF OF MYSELF / NOMINATED CLUB AND WILL COMPLY WITH RANGE REGULATIONS. I UNDERSTAND THAT THE NSC WILL UNDERTAKE REGULAR CHECKS, AND MAY CANCEL WITHOUT NOTICE ANY BOOKINGS THAT HAVE NOT BEEN MADE BY AN AUTHORISED PERSON.

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