

Discover Activity Camps Terms and Conditions

These Terms and Conditions govern your use of our website and your participation in our holiday activity camps.

Booking and Payment

Bookings must be made through our official booking system. Full payment is required at the time of booking to secure your child's place.

Cancellations and Refunds

In the event of a cancellation, 7 days' written notice must be provided and a £10 administration charge may be deducted. For those that have paid by card refunds will be made directly back to the payment card, when payments have been made via childcare voucher or tax-free childcare the balance will be retained against future bookings - it will not be possible to refund. Cancellations made less than 7 days before attendance may not be eligible for a refund.

Wrap Around Care and Late Collection

For all children attending a specialist camp where the day is shorter and wrap around care is available; any child arriving early or being picked up late will incur the full wrap around charges as advertised.

For children attending a multi activity day camp, the following charges will apply - up to 15 minutes will incur an additional cost of £5. For every additional quarter of an hour a further £5 will be charged.

Illnesses and Medication

It is the responsibility of parents/guardians to provide accurate medical and dietary information when booking.

If a child becomes ill during the day, staff will inform parents or an emergency contact to enable the child to be collected immediately. Any child who is ill or has suffered from sickness or diarrhoea in the previous 48 hours must not attend the camps. Please declare any medical condition that may affect your child's participation in any of the activities. Staff will only administer medicines prescribed by a doctor. Please ensure that you have filled in the appropriate medical information form.

In the event of an emergency, staff will administer the appropriate treatment, provided information has been given.

Items of Value and Mobile Phones

We ask that all items of value are left at home and warn that we cannot take responsibility for valuable items of property. We ask that mobile phones are left at home.

Free access to a telephone line is always available for children who wish to contact their parent or guardian. We stress that we cannot take responsibility for valuable items of property.

Behaviour and Safety

We expect all children to behave respectfully and follow instructions from staff. We reserve the right to remove any child whose behaviour poses a risk to themselves or others.

Procedures are available on request with regard to Wishford Schools (Group) Ltd policy for dealing with complaints, behaviour management, safeguarding and equal opportunities.

If Discover Camps requires a child to leave for reasons of conduct, the parent/guardian will remain liable for the whole amount of the fee.

Supervision

A member of staff will supervise your child at all times on site including at lunchtime.

Clothing

Children should wear comfortable clothes in which they are able to get dirty. Please also supply named sun cream and sunhats for the warmer weather. Trainers, a coat and other items appropriate to the weather should be brought.

Please note we will be outside as much as possible. Swimming costumes are also necessary, but we cannot guarantee that your child will swim during the day.

Food and Allergens

We provide a hot lunch for all children attending Discover Activity Camps. Please provide your child with morning & afternoon snack and a water bottle.

Programme Changes

Whilst every effort is made to avoid changes to the programme, Wishford Schools (Group) Ltd reserves the right to withdraw or amend any part of the programme at any location without prior notice.

Special Arrangements

As a provider of childcare, our first concern is always the welfare of your child and should we have any concerns we will contact you. In the case of an emergency, which may include child protection; we will refer to the appropriate authority. Only the named person will be able to collect your child, unless prior written notification has been given.

Supervision

A member of staff will supervise your child at all times on site including at lunchtime.

Booking Notes

There is a strict age range for Discover Activity Camps and age ranges for specialist Discover Camps are as advertised.

Liability

While we take all reasonable precautions to ensure children's safety, we are not liable for accidents or injuries unless caused by our negligence.

Governing Law

These terms are governed by the laws of England and Wales.

By using this website and booking our services, you agree to the Discover Activity Camps booking Terms and Conditions.

Tel: **07799 110029**

Email: **info@discoveractivitycamps.co.uk**