



## ALLEYN'S HOLIDAY CAMPS TERMS & CONDITIONS

Please read these terms alongside the *Parent Information* document.

### Bookings

- Please make all bookings in advance via the online booking system, these will be confirmed by automated email.
- Part or full payment is regarded as acceptance of our *Terms & Conditions* and your acknowledgement of guidance outlined in the *Parent Information* document.
- Alley's Holiday Camp accepts payment by credit or debit card.
- No booking will be confirmed prior to receipt of full payment and all child registration documents being completed.

### Changing your Booking

- If you give us 14 or more days' notice prior to your booking starting you will be able to change your dates **within the same holiday season (e.g. Easter)**, subject to availability, free of charge, provided you speak to a member of the Alley's School Enterprises Ltd (ASEL) Team on 020 8299 8075 at the earliest opportunity.
- We may be unable to make changes with less than 10 days' notice.
- If you purchased a discounted weekly price and wish to split up the days across different weeks, your booking will then be recalculated using the standard daily rate, which may result in an additional charge.

### Cancelling your Booking

- If you give us at least 14 days' notice before the date(s) you would like to cancel, we will refund all monies paid. Please send all refund requests to [holidaycamps@alleyns.org.uk](mailto:holidaycamps@alleyns.org.uk).
- As we offer a discounted price on booking a Full Week option, if you wish to cancel a day(s) within a week, we will then recalculate your booking at the daily rate which may result in an additional charge.
- If illness or injury prevents attendance, you will be able to change your dates within the same holiday season (e.g. summer), subject to availability,

free of charge, provided you speak to a member of the Alley's School Enterprises Ltd (ASEL) Team on 020 8299 8075 at the earliest opportunity.

- **If you give us less than 14 days' notice before the date(s) you would like to cancel, no refund is available.**
- Please allow 10 working days to process all refunds.

### Camp Cancellation

- In exceptional circumstances we may have to cancel dates. In this event we will try to give those booked onto the affected Camp at least 14 days' notice and will offer a suitable alternative if one is available. Alternatively, if preferred, we can refund all monies paid for the dates cancelled.

### OFSTED

- Providers of Multi-Sport Activity Camps [do not have to register with Ofsted](#) if they care for children aged 5 and over (we will have no children under 5) and offer no more than two activities from a prescribed list (we offer *Sport* and *Arts & Crafts*).
- Nevertheless, please be assured that all our staff have been fully DBS checked by Alley's School and vetted to ensure that they hold suitable qualifications before starting work for us. Our policies and procedures, and insurance provision, meet all necessary requirements and the welfare of the children in our care will always take priority.

### Adverse Weather Conditions

- In the unlikely case that we are unable to run the camp due to adverse weather conditions we will offer a full refund or credit for another day.
- We will endeavour to advise customers of any closure by means of email, text or notification on the Alley's Holiday Camp website as soon as possible. The website will be updated with the most up to date information.
- If customers are unable to attend camp during adverse weather conditions but the camp is open, no refund will be applicable.
- Adverse weather conditions are determined by either an Amber or Red weather warning issued by the met office via local or national TV & Radio or via the website [www.metoffice.gov.uk](http://www.metoffice.gov.uk).
- It is the responsibility of parents to ensure children are dressed appropriately for both hot and cold weather conditions.

### Available Dates and Activities

- All information in our literature is correct at time of printing.
- Changes may occur and, if so, we will inform parents via our website as quickly as possible.
- Not every activity pictured or listed in our literature is always available.
- Activity programmes are subject to change in the event of unsuitable weather or other circumstances beyond our control.

- Activity timetables – if displayed – are a guide and are subject to change. If you are booking individual days, we cannot guarantee that a specific activity will be scheduled for that day.
- The group age ranges are dependent on the number of children in attendance and may vary from the time of booking.

#### **Hours of Operation (including Standard and Extended Days)**

- Alleyn's Holiday Camps will operate a Standard Day between the hours of 9:00am and 4:45pm.
- Standard Day registration opens at 9:00am and closes at 9:30am. If you will be arriving after this time you must contact the Duty Camp Manager on 0782 353 9257.
- Standard Day collection starts at 4:15pm and runs until 4:45pm.
- Our Extended Day drop off hours are 8:00am until 9:30am and collection 4:15pm until 6:00pm.
- If you have purchased the Extended Day option, you may still pick up and drop off during Standard Day times.
- If you have not purchased an Extended Day and arrive outside of the standard hours, you will be charged the Extended Day rate.
- **All children MUST be collected by 6:00pm.**
- If for any reason you are unable to collect by 6:00pm, we ask that you call the Duty Camp Manager as soon as possible (0782 353 9257).
- Two members of staff from Alleyn's Holiday Camps will wait with your child until they are collected.
- There may be an 'on the spot' £25 fine for late collection after 6:00pm, rising to £45 for collection after 6:30pm to cover the additional staffing costs incurred.
- If we have no contact from a parent/guardian by 6:45pm, we will contact Social Services to advise them we have an uncollected child.
- We reserve the right to refuse future bookings from parents who consistently pick up late.
- You can purchase the Extended Day supplement as and when you need it.

#### **Insurance**

- All children in our care are covered by the Alleyn's School Public Liability Insurance.

#### **Health Policy**

- We require all children who are ill or infectious be kept home for the full duration of their ailment, and for 48 hours after the last symptom occurs.
- Our Duty Camp Manager, or a nominated first aider, will administer medication if a request is made in writing stipulating the dose, the time, your child's name and the duration of the treatment. We will not be able to administer your child's medication without written permission.

#### **First Aid**

- In the event of an incident, first aid will be administered to children in our care and the emergency services will be called if necessary.
- Upon drop-off, each child's essential prescribed medication must be handed in to the Duty Camp Manager for safe keeping. All First Aid policies are in line with Ofsted recommendations.
- We ask that all parents/guardians whose children carry auto-immune injectors speak to the Duty Camp Manager on their child's first day at camp to ensure all relevant medication and information has been handed over.

#### **Notice of Absence**

- If a child is not attending a scheduled day of camp, parents/carers must telephone the Duty Camp Manager (0782 353 9257) or ASEL Office (020 8299 8075) to allow us to update records.

#### **Lost Property**

- Alleyn's Holiday Camps is not liable for any lost, stolen or damaged property on camp.
- Lost property will be held until the last day of Camp during that holiday period and should be collected before the last day.
- Unclaimed lost property will be given to charity and will not be retained at the School.

#### **Photography and Video**

- Please be aware that Alleyn Holiday Camps occasionally take photographs/videos of children on camp for promotional and informational material.
- If filming is due to take place, parents will be notified ahead of time via email and a notice will be put up in the reception area of Camp. Please inform us via email or advise the Duty Camp Manager at registration if you have any objections to your child being featured in this material.

#### **Mobile Phones and Electronic Devices**

- Please discourage children from bringing mobile phones with them as they are often unnecessary and inappropriate on an activity holiday camp, we do appreciate that for peace of mind some parents like their children to have a mobile phone for when they are not at home.
- Any mobile phones brought to Camp should be handed to the Duty Camp Manager and will be kept until the end of the day.
- Parents/Guardians are requested to contact the Duty Camp Manager if they wish to speak with their child during camp.
- Alleyn's Holiday Camps will not take any responsibility for the damage or loss of any electronic devices that are brought onto Camp.

### Money and Expensive Items

- We recommend that your child does not bring:
  1. Money to camp – we will not be selling anything for children to buy.
  2. Anything else of substantial value such as jewellery, accessories or designer clothes.
- We cannot be held responsible nor can we compensate if items get damaged or go missing.
- We do endeavour to return lost property where possible, in order to do this, we ask that belongings are clearly named.
- If anything is missing when your son or daughter leaves Camp, please let the Duty Camp Manager know about it as soon as possible so we have the best chance of finding the lost item.

### Equal Opportunities and Child Protection

- Alleyn's Holiday Camps support equality and welcomes all children, regardless of their gender, ability, race or religion.
- Each child attending camp is of equal value and is entitled to equal access and opportunity.
- We operate a zero-tolerance policy on discrimination or bullying of any kind.
- Alleyn's Holiday Camps has legal obligations in relation to Safeguarding and Child Protection.
- As a caring organisation, any suggestion of child abuse or neglect will be investigated and reported to Alleyn's School and our regulator, Ofsted, or other official agencies.

### Specific Needs and/or Medical Conditions

- Alleyn's Holiday Camps recognises that the needs of individual children vary and will endeavour to accommodate children with specific needs and/or medical conditions within the camp environment.
- It is our policy not to exclude any child due to specific needs and/or medical conditions wherever possible.
- **It is the responsibility of the parent/carer to contact ASEL on [holidaycamps@alleyns.org.uk](mailto:holidaycamps@alleyns.org.uk) (separately to the booking) to inform us of any medical conditions and special educational needs or disabilities.** A discussion should be held to determine how best to accommodate the child and consider whether any reasonable adjustments can be made to ensure they are able to fully participate and enjoy the activities on Camp within the staffing ratios provided for their age group.
- The needs of each child vary, decisions are made on a case-by-case basis and depend upon the level of support each individual child may require.
- We are not able to provide additional staff to support a child above the ratios of **1:12 for 5 to 7 year olds** and **1:20 for 8 years old and above**, irrespective of any specific needs or medical conditions.

- Alleyn's Holiday Camps do not provide one-to-one support.
- We are happy to accommodate a child with specific needs on a paid trial basis and reserve the right to review with a parent/guardian before accepting further bookings.

### English as a Second Language

- Alleyn's Holiday Camps is open to all children, no matter their background or origin.
- We do ask that all children attending Camp can understand English and are able to speak it to a conversational standard as the bare minimum. This is to allow our staff to be able to effectively communicate with them and ensure their safety.
- Children who are unable to communicate with their peers may not enjoy their time with us as much as others.
- We are happy to accommodate a child with English as a second language on a paid trial basis and reserve the right to review with a parent/guardian before accepting further bookings.
- This also applies to parents/guardians during drop-off and collection as important information may need to be passed on to them.

### Behaviour Code of Conduct

- Alleyn's Holiday Camps encourage a relaxed atmosphere on Camp and always aims to promote good behaviour.
- Upon booking you agree that your child or children will:
  - Respect the property of others
  - Be patient, honest, fair and polite to others
  - Not use abusive or explicit language
  - Not be aggressive in the way they speak or behave towards others
  - Respect and treat others as they would wish to be treated
- We have a responsibility for ensuring the wellbeing and safety of all children in our care and have approved procedures for managing behaviour.
- Parents/Guardians will be informed of any unacceptable behaviour upon collection of their child. The Duty Camp Manager may issue a warning to the parent/guardian regarding their child's behaviour. We reserve the right to exclude the child from Camp without refund if two warnings are received during any one week. Parents/Guardians may contest these warnings by contacting the ASEL Office on [holidaycamps@alleyns.org.uk](mailto:holidaycamps@alleyns.org.uk) or by following the guidance given in the *Parent Feedback and Complaints* section.
- We follow a zero-tolerance policy on discrimination, bullying and persistent poor behaviour of any kind, irrespective of any special needs.
- On rare occasions, and in more serious cases, we reserve the right to ask parents to remove children from camp. No refund will be made for any remaining days booked, and any costs associated with the exclusion, including transport home, will be the parents' responsibility.

- Full details of our Behaviour Policy can be found [here](#), you agree to adhere to this policy upon acceptance of these Terms & Conditions.

#### **Data Protection**

- We may contact you via email with information about our upcoming services (provided you have requested your details be used for this purpose).
- You may opt out of our mailing list when booking, or afterwards at any stage.
- We are committed to keeping your details confidential. We do not sell, rent, or lease our subscription lists to third parties, and we will not provide your personal information to any third-party individual, government agency, or company at any time unless compelled to do so by law.

#### **Parent Feedback and Complaints**

- If you have concerns or suggestions, please tell us; we value your feedback and use it to develop and improve our services.
- If you have a concern regarding camp, this should initially be raised with the Duty Camp Manager (0782 353 9257).
- If you are unable to resolve the issue, the ASEL Office will be advised and will attempt to resolve the issue to your satisfaction.
- If you are still unsatisfied and wish to make an official complaint then please submit an email detailing the issue to [holidaycamps@alleyns.org.uk](mailto:holidaycamps@alleyns.org.uk).
- Your complaint will be investigated by our Head of Commercial and Community Activities. Our Bursar and Deputy Bursar will be informed of the problem and actions taken to resolve.
- If following the above you are still unsatisfied please make contact with the Bursar's office via 020 8557 1451 or [bursar@alleyns.org.uk](mailto:bursar@alleyns.org.uk) . Our Bursar will investigate and provide a response as appropriate.

#### **Safeguarding and Child Protection**

- The Alleyn's Holiday Camps adheres to the Alleyn's School Safeguarding and Child Protection policy that may be viewed [here](#).
- In addition to the above, Alleyn's Holiday Camps operates its own Supervision of Changing Facilities policy. This policy can be viewed [here](#).
- Safeguarding children at Alleyn's School is the responsibility of the whole staff community. All adults working in this School (including visiting staff, volunteers and students on placement) are required to report instances of actual or suspected child abuse, neglect or relevant child protection concerns to the Designated Safeguarding Lead (DSL).
- Andy Skinnard, Senior Deputy Head and Member of SMT is the Designated Safeguarding Lead (DSL) and Designated Child Protection Officer (DCPO). Mr Skinnard can be reached via [safeguarding@alleyns.org.uk](mailto:safeguarding@alleyns.org.uk) or 0208 557 1457. His office is behind Reception; ask at Reception for his whereabouts if needed.