



TERMS & CONDITIONS

Art Camp UK Booking Terms and Conditions

When you book with Art Camp UK, these Terms and Conditions define the agreement between us and let you know what to expect from Art Camp UK and what we expect from you. If you have any questions about our Terms and Conditions, please call our Customer Services team on 07944558232.

1. Bookings

Bookings made online or by telephone will be confirmed by email. A booking is confirmed when we receive the appropriate deposit and / or childcare vouchers and receipt of these constitutes acceptance of these terms and conditions.

2. Payments

Art Camp UK accepts payment by debit card and childcare vouchers. We do not accept payment by cheque, or PayPal. All bookings must be paid in full within 7 days confirmation.

3. Changing your booking

If you give us 28 days or more notice, you can change your dates within the same holiday season (e.g. summer), subject to availability, free of charge. If you give us less than 28 days' notice we will endeavor to change your dates within the same season, subject to availability, on payment of a £10 amendment fee per booking. **We are unable to make any changes with 7 days or less notice.** If you have booked a full week, you can only move the whole week, unless you are happy to pay the extra cost to split the days across different weeks.

If you wish to move your dates to another season, this is possible with 28 days or more notice and on payment of a £30 amendment fee. We will hold the balance in credit on your Art Camp UK' account, minus the £30 amendment fee. Please note prices may increase from one season to the next.

Amendment fees need to be paid at the time of making the change either using any available credit on your account or by credit or debit card.

4. Cancellations

If you give us at least 28 days' notice before the camp date(s) you would like to cancel, we will refund all monies paid, if you have paid by Childcare Vouchers,

with loyalty points or using credit from your account, we will hold the amount in credit on your account minus the appropriate deposit amount. If your voucher provider accepts refunds, you can request the refund to be returned to your provider.

(Please note Edenred do not accept refunds.)

As we offer a discounted weekly price, if you wish to cancel a day(s) within a week, we will then recalculate your booking at the daily rate (at the time of your original booking) which may result in an additional charge.

If you give us less than 28 days' notice before the date(s) you would like to cancel, no refund is available only a credit note.

If a Child cannot attend because of illness or suspected illness will provide a credit note for each day, they cannot attend.

Providing that we are informed by 08.00 am each day of the event, any absence through illness any longer than 48 hrs. will require a doctor's note.

If we have to cancel because a day is uneconomical to run a full refund will be provided.

5. Extended Care

Our standard extended care hours are 8am to 9am and 4pm to 6pm and can be booked at an additional charge. Some venues times vary, and this is confirmed at the time of booking. Extended care can be cancelled. If you give us 28 days or more notice before camp starts, we will refund you in full. With less than 28 days' notice, no refund is payable. If you wish to move extended care to a different camp day, this is possible with 7 days or more notice, free of charge.

6. Your child's information

It is the responsibility of the person making the booking to ensure that all details provided are accurate, in particular full information about each child, including medical and other special educational needs, and emergency contact information. If we do not have all this information before camp starts, your children will not be allowed on camp.

7. International Bookings

Children booked from overseas are required to have a good level of spoken English so that they can follow the instructions from the leaders and are able to communicate with the other children.

8. Special requirements

Art Camp UK recognises that the needs of individual children vary, and will endeavor 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 inform us of any medical conditions and special educational needs or disabilities, whether booking online or over the

phone, so we can discuss 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 so 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 our standard ratios of 1:16 for 5–7-year-olds and 1:20 for 8 years old and over, irrespective of any specific needs or medical conditions. Where we feel that a child is not coping within these ratios, we reserve the right to ask the parent/carer to come and collect their child. No refund will be available.

Where a child does require one-to-one support, Art Camp UK will permit parents/ carers to attend camp to support their child, providing the Art Camp UK safer recruitment standards are met. Art Camp UK does 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 further bookings.

9. Illness and First Aid

Art Camp UK requires that 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. Art Camp UK will only administer medication if it has been prescribed by a doctor or other health professional.

In the event of an accident, first aid will be administered to children in our care, and the emergency services will be called if necessary.

Essential prescribed medication including EpiPens must be handed in to the Camp Manager for safe keeping. All Art Camp UK First Aid policies are in line with Ofsted recommendations.

10. Child Exclusion

Art Camp UK has a responsibility for ensuring the well-being and safety of all children in our care and have approved procedures for managing behavior. The company follows a zero-tolerance policy on discrimination, bullying and persistent poor behavior 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 either for the remainder of the day (part exclusion), or for the rest of the season (full exclusion). No refund will be made for any remaining days booked, and any costs associated with the exclusion will be the parents' responsibility. We reserve the right to exclude a child at any time prior to or during a session due to illness. The parent/carer will be expected to come and collect their child.

11. Late Pick-up

All children MUST be collected by 4.30pm (unless timings are otherwise specified at time of booking). If for any reason you are unable to collect by 4.30pm, we ask that you call the Camp Manager or Head Office as soon as

possible. Two members of staff will wait with your child until they are collected. You will be charged a late pick-up fee of £10 for every 15 minutes after 4.30pm to cover the additional staffing cost. We reserve the right to refuse future bookings from parents who continually pick up late.

12. Notice of Absence

If a child is not attending a scheduled day on camp, parents/carers must telephone the Camp Manager or Head Office to allow us to update records.

13. Off-camp activities

At some camps we may offer optional extra excursions and activities. All our usual standards of care and supervision apply.

14. Programme and activities

From time to time, we may need to change venues, dates, activities and courses for reasons within or outside our control.

Activity programmes are subject to change in the event of unsuitable weather or other circumstances beyond our control. Timetables displayed on camp are a guide and are subject to change. Specific extra activities such as swimming (where available) and archery are scheduled in as much as possible, however, if you are booking individual days, we cannot guarantee these activities will fall on those particular days.

In exceptional circumstances we may have to cancel particular dates at a venue, and in this event, we will try to give those booked onto the programme at least 7 days' notice and will offer a suitable alternative if one is available, or refund all monies paid for the dates cancelled, if preferred.

15. Personal Property

All your child's personal property is your responsibility and Art Camp UK is not liable for any lost or damaged property on camp. If you believe that your child has left an item on camp, please contact the Camp Manager who will do their best to assist you. Lost property will remain on camp until the last day of the season and should be collected before the last day. Unclaimed lost property will be taken back to Head Office and then donated to charity. We are unable to return any items to you from Head Office.

16. Insurance

All children in our care are covered by our Public Liability Insurance.

17. Photography / Filming

Please be aware that Art Camp UK occasionally take photographs/video footage of children on camp for promotional reasons. If filming is due to take place, camp staff will inform all parents on arrival and your children can be opted out if you wish.

18. Parent Feedback / 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 your child's Camp Manager or Crew Leader. In the unlikely event that your complaint cannot be resolved, you may wish to contact Ofsted on 0300 123 1231.

19. Safeguarding

Art Camp UK has legal obligations in relation to safeguarding and any suggestion of child abuse or neglect will be investigated and reported to our regulator, Ofsted, or relevant local authorities and agencies.

20. Policies and Procedures

For our full policies and procedures document, please email our customer services team at info@artcampuk.com.

21. Data Protection

To process your booking, we need to collect personal details about you and your children. We will treat it as confidential and keep it secure, complying with all relevant UK legislation. We will use your email address and telephone number to contact you with information that relates to any bookings that you make and any information that we might need that relates to the welfare of your child. We would also like to use some of your details to tell you about our products and services, and those of our parent/sister organisations and will ask for your consent during the registration / booking process. You may unsubscribe at any time.

22. Negligence and Force Majeure

We do not accept responsibility for personal injury and loss or damage to property unless caused by the proven negligence of the company or its employees. We do not accept responsibility for events which are outside of our direct control. These include (but are not exclusive to) events such as strikes, global pandemics, outbreaks of disease, bad weather, war and injury.

23. Parent Feedback & Complaints

Art Camp UK is committed to ensuring every child who attends has an amazing time and looks forward to returning. If, however you or your child is not entirely satisfied with their time at our camp, we want to be the first to know. We really value your feedback and use it to develop and improve our services. If you have any concerns whilst our camp is still running, please contact your Camp Manager. If we hear about the problem during camp, we can try to resolve it.

If for any reason you are not satisfied and feel that your issue has not been resolved, please call the Art Camp Director. You can be assured that your complaint will be taken very seriously. Following this you may wish to submit your complaint in writing. We ask that for complaints raised from activities at one of our art camps, you contact us within 3 months of your child's time with us.

In the unlikely event that your complaint is still unresolved you may wish to contact Ofsted on 03001231231.

Refund

In the unlikely event that your child experiences a problem or has difficulties while at one of our art camps, the above complaints procedure should be followed.

The matter should be reported **immediately** to:

- The Camp Manager who has the authority and direct knowledge to deal with most queries.
- If he or she fails to resolve the matter to your satisfaction, then contact the director within 3 months of your child leaving an art camp.

If the issue cannot be resolved, we may be able to offer a refund. We will only offer a refund if the above conditions are met.