



## SuperCamps Booking Terms and Conditions

When you book with SuperCamps, these Terms and Conditions and other information such as our Parents Guide and Policies and Procedures document define the agreement between us and let you know what to expect from SuperCamps and what we expect from you. If you have any questions about our Terms and Conditions, please call our Customer Services team on 01235 467300.

### 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

SuperCamps accepts payment by credit card, debit card and childcare vouchers. We do not accept payment by cheque, American Express or PayPal. A deposit of £10 per child per day is taken at the time of booking. Deposits are non-refundable. All bookings must be paid in full at least 14 days before camp start date or your children will not be able to attend camp. In the unlikely event that you have payments outstanding after your child has attended camp, these will be passed to a debt recovery agency.

### 3. Offers and Discounts

The best available price will always be offered to you at the time of booking. Discounts cannot be used in conjunction with each other. If you have multiple discount codes, the best rate will be offered to you. SuperCamps cannot apply discounts retrospectively and discounts must be applied at the time of booking. Offers and Discounts are only available on Multi-Activity and not on Specialists courses. Discount will end at midnight on the day advertised.

### 4. Paying with Childcare Vouchers

SuperCamps accepts all childcare vouchers (CCVs) as a form of payment for bookings. Your booking will not be confirmed until we receive and process your CCVs however cancellations and amendments before receiving payment will still be subject to cancellation charges. After receiving your booking confirmation email, please contact your childcare voucher provider and quote your booking reference number. Your childcare provider will then contact us to arrange payment. You will receive another order confirmation email from us when the

voucher has been processed. For reimbursement, CCVs must be received by the end of August 2021.

Bookings made 14 days or less before the start of camp must be paid by credit / debit card and we will refund this payment on receipt of your CCVs.

CCVs cannot be used to purchase merchandise or Superflex.

## 5. Changing your booking

You can move your dates within the same season (e.g. summer), subject to availability, provided you do so more than 7 days from first camp date (it is not possible to move or add dates within 7 days). When moving days, if the current day price is greater than the original price paid (e.g. if you originally booked on an offer price) you will be charged the difference. You can also add additional days to your booking and will be charged at current price. On a full week Multi-Activity booking, if you choose to split the days across different weeks, you will be charged at the prevailing day rate (full weeks of Multi-Activity are offered at a discount. Please contact our Customer Service Team if you wish to move your dates to another season: if the desired season is not yet on sale, we will hold the balance in credit on your SuperCamps account. Please note prices may increase from one season to the next.

## 6. 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, minus your deposit of £10 per child per day. 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.

In the case of illness/injury, and only if you have opted for SuperFlex, you may be able to recover some of your losses, as credit on your SuperCamps account. Please refer to section 8. for more information regarding SuperFlex. Please allow 10 working days to process refunds.

## 7. Extended Care

Our standard extended care hours are 8am to 9am and 5pm 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.

## 8. SuperFlex

SuperCamps offers a "SuperFlex" option on all bookings, adding this product allows you to make any changes or amendments to bookings up until the day of camp including removing days entitling you to a credit for the removed amount minus the £4 per day paid for Superflex. To make any amendments you will need to contact our Customer Service team directly.

SuperFlex can be added to a booking no later than 7 days before the first day your child is due to attend. You must take out SuperFlex for the whole booking i.e. 4 camp days booked requires 4 days of SuperFlex booked.

For any dates that have been cancelled, a credit will be placed on your account. Please note any claim for credit through SuperFlex must be made within 4 weeks of the date in question.

If you chose not to use our SuperFlex option, all terms and conditions specified in section 6 will apply.

## 9. 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.

## 10. 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.

We require a local telephone contact number and address once you are in the UK, in case of an emergency.

## 11. Special requirements

SuperCamps 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 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 1:8 for 3 year olds, 1:8 or 2:16 for 4 to 5 year olds, 1:14 for 6-7 year olds and 1:15 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, SuperCamps will permit parents/carers to attend camp to support their child, providing the SuperCamps safer recruitment standards are met. SuperCamps 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.

## 12. Illness and First Aid

SuperCamps 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.

SuperCamps 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 SuperCamps First Aid policies are in line with Ofsted recommendations.

### 13. Child Exclusion

SuperCamps has a responsibility for ensuring the well-being and safety of all children in our care and have approved procedures for managing behaviour. The company follows 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 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.

### 14. Late Pick-up

All children MUST be collected by 6pm (unless timings are otherwise specified at time of booking). If for any reason you are unable to collect by 6pm, 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 £20 for every 15 minutes after 6pm to cover the additional staffing cost. If we have no contact from a parent/guardian by 6.30pm, we will contact Social Services to advise them we have an uncollected child. We reserve the right to refuse future bookings from parents who continually pick up late.

### 15. 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.

### 16. Off-camp activities

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

### 17. 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 14 days' notice and will offer a suitable alternative if one is available, or refund all monies paid for the dates cancelled, if preferred.

## 18. Personal Property

All your child's personal property is your responsibility and SuperCamps 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.

## 19. Mobile Phones and Electronic Devices

All mobile phones and electrical devices are prohibited on camp. If found, children will be asked to place the device in the Camp Manager's box which will be locked and secured at all times. The device will be returned to the authorised parent/carer at the end of the session.

## 20. Insurance

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

## 21. Photography / Filming

Please be aware that SuperCamps 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.

## 22. 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. If you are unable to resolve the issue, then the relevant Divisional Manager at Head Office will be advised, and will attempt to resolve the issue to your satisfaction. In the unlikely event that your complaint cannot be resolved, you may wish to contact Ofsted on 0300 123 1231.

## 23. Safeguarding

SuperCamps 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.

## 24. Policies and Procedures

For our full policies and procedures document, please email our customer services team at [info@supercamps.co.uk](mailto:info@supercamps.co.uk).

## 25. Data Protection

SuperCamps is registered as a Data Controller under the Data Protection Act 1998 (GDPR from 25th May 2018). 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.

## 26. Illness Protection Scheme (IPS)

SuperCamps offers an optional Illness Protection Scheme, which means we will credit your account with any day(s) missed through your child's illness or injury. We cannot offer refunds for missed days due to illness unless you have taken out IPS cover. IPS should be taken at the time you make your booking. You can add it to your booking later on but no less than 28 days before your child's first day of camp. You must take out IPS for the whole booking i.e. 4 camp days booked requires 4 days of IPS booked. Payment of IPS claims is made in the form of credit on your SuperCamps account and not as cash or credit or debit card refunds.

IPS claims must be submitted to us using our IPS claim form within four weeks of the first date of illness. All claims must be supported by a doctor's note. If this is not possible, SuperCamps will accept self-certification for a maximum of 3 days in one camp season. Please email our customer services team at [info@supercamps.co.uk](mailto:info@supercamps.co.uk) for an IPS claim form.