



Fairthorne Group

Daycamp & Residential Camp Booking Conditions

YMCA Fairthorne Group is a company limited by guarantee in England and Wales. Company Number 4336719. Registered Charity Number 1090981, Registered Office Bugle House, 53 Bugle Street, Southampton SO14 2LF

1.0 Permission and Responsibility

- i. Bookings will only be accepted by a parent, guardian or person acting in loco parentis for the child.
- ii. The person making the booking accepts responsibility for checking all details on the booking confirmation are correct and has 7 working days to inform YMCA Fairthorne Group (YMCAFG) of any omissions or errors. After this time, amendments or cancellations are subject to the relevant administration fee.

2.0 Booking Information

- i. At the time of booking, all relevant information requested must be provided, including at least 2 emergency contact telephone numbers.
- ii. The person making the booking is responsible for updating YMCAFG of any changes to the details provided at the time of booking.
- iii. Omitted or inaccurate information will cause your booking to become invalid.

3.0 Emergency Medical Treatment & sickness

- i. In the event of a medical emergency, first aid will be administered where deemed necessary by YMCA FG first aid qualified staff. If you do not consent to your child receiving emergency first aid treatment, inform us in writing within 7 days of receiving your confirmation and we will cancel your booking with a full refund.
- ii. In the event of a medical emergency, we will make every effort to contact parents/guardians before arranging medical treatment. If this is not possible, we will inform you at the earliest possible time afterwards.
- iii. Children who are unwell or infectious are asked to stay at home in order to get well and prevent the spread of further infection in line with Public Health England guidance. If during the course of the day a child presents signs of being unwell, parents/carers will be informed and asked to collect their child if we have concerns about their wellbeing. Children will not be allowed to return to Daycamps until the child is well again, and specifically in the case of diarrhoea and/or vomiting, the child is not permitted to return until 48 hours after the last episode of diarrhoea and/or vomiting. No refunds will be given in the event of unused days.

4.0 Payment, Cancellation and Amendments

- i. **Payment**
 - a. Payment must be made in full by cash, credit/debit card, childcare vouchers (CCV) or tax-free childcare (TFC) at time of booking. Electing to pay by CCV/TFC for this service amounts to an acceptance by YMCAFG of your offer to buy a service and will be subject to these booking conditions. CCV/TFC payments can only be accepted for the childcare element of bookings and cannot be used to purchase our Family Discount scheme.
 - b. If choosing to pay by CCV or TFC, payments for bookings made more than 4 weeks in advance of the camp start date can be sent directly to us and must include your child's name as per the camp booking. Payments must be received within 1 week of booking, otherwise bookings will be deemed as cancelled.
 - c. If booking within 4 weeks of the camp start date, payment must be made in full at time of booking with cleared funds by credit/debit card. Any subsequently received CCV/TFC payments for the childcare element of your booking will be refunded back to the card with which you paid. Refunds can take up to 10 working days to process from receipt of CCV/TFC payment.
 - d. To take advantage of any discounts, cleared payments must be received by the discount closing date for the discount to be applied. If payments are received after the discount deadline, the current rate at payment receipt date will be applied.
- ii. **Cancellations**
 - a. In accordance with the 2014 Consumer Contracts Regulations, you have 14 days from the date of booking to cancel and receive a full refund. All cancellations must be made in writing (email or post). If the Daycamp date is within 14 days of the booking date, your cancellation rights end on the first day of the Daycamp and refund will not be given.
 - b. Cancellations requested in writing 4 weeks or more prior to the camp start date will be refunded subject to the relevant administration fees below.

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- c. Cancellations requested within 4 weeks of the start date of the camp will not be refunded except on production of a medical note in which case a refund will be given subject to the relevant administration fees.
- d. Children who are excluded or return home from camp will only be refunded for subsequent cancelled bookings less the relevant administration fees.

COVID cancellations

In the event of COVID restrictions, the following cancellation conditions will apply:

- a. In the event of a national or local lockdown resulting in the closure of Fairthorne Manor or relevant services, you can move your camp booking to alternative dates or receive a full refund.
- b. In the event of a local lockdown where you live but when Fairthorne Manor remains open, where possible we will try to reschedule your camp date or leave your credit on your record for future use. Refunds will not be given in these circumstances.
- c. In the event that the child due to attend camp is in self-isolation, we will try to reschedule your camp date or leave your credit on your record for use in the future. Refunds will not be given. We will require proof that self isolation is required in the form of one of: information from the NHS Covid-19 app showing that you have been requested to self-isolate, a doctors letter, a positive Covid-19 test result.

iii. Amendments

Amendments to bookings including date changes requested 4 weeks or more prior to the start date of the camp will not incur an administration charge. Changes requested after this time will be subject to the relevant administration fees.

- All bookings are non-transferable
- Part days or weeks will not be refunded
- No refund will be given for meals not taken or accommodation vacated prior to departure date

iv. Administration Fees

- Single day Daycamps (all locations) —£8 per child per day
- 4/5 day Fairthorne Manor Daycamp block weeks—£25 per child per week
- Fairthorne Manor Residential Camps—£25 per child per week (amendments)
- Fairthorne Manor Residential Camps—£80 per child per week (cancellation)

5.0 Late Collection

Children must be collected by the published time. Failure to do so will result in a late collection fine of £15 per child per 15 minutes or part thereof.

6.0 Photographs

Photographs and videos may be taken by us of the children which may be used in future publicity, on our social media channels or YMCAFG website. Please inform the YMCA FG if you do not wish us to video or photograph your child.

7.0 Behaviour

Children displaying inappropriate and antisocial behaviour may, as a last resort, be excluded from the scheme(s) attended that day (or week if Fairthorne Manor block booking) without refund. A copy of the YMCA FG Exclusion Policy is available on request.

8.0 Liability & Insurance

- i. YMCAFG accepts full responsibility for the acts or omissions of its employees, providing they are acting within the scope of their employment.
- ii. YMCAFG accepts no responsibility for the acts or omissions of its clients whether negligent or otherwise and shall not be liable for claims made against them, either by other clients or third parties.
- iii. YMCAFG has public liability insurance cover up to £10 million.
- iv. Parents are responsible for the cost of repairs necessitated by any wilful damage caused by their child.
- v. Children displaying inappropriate and antisocial behaviour may, as a last resort, be excluded from the Daycamp scheme without refund. A copy of the YMCAFG Behaviour Policy is available on request.
- vi. YMCAFG does not accept responsibility for guests' property of any description. Parents should ensure items are adequately labelled and covered by insurance.

9.0 Termination of Booking

YMCAFG reserves the right to terminate any booking which fails to meet these Booking Conditions. In these instances, no refund will be given.

10.0 Disclosure & Data Security

In line with GDPR, we have measures in place to protect the personal booking information held by us. Family and child details will not be disclosed to any third parties (other than those contracted to deliver services on behalf of YMCA FG) and will only be used to fulfil visit administration and to communicate details of YMCAs products and services. For further information regarding our use of your data, visit www.ymca-fg.org/privacy-cookie-policy.

20/10/2020 JH