

Booking Conditions

Family Events & Activities Booking Conditions

YMCA Fairthorne Group is a company limited by guarantee in England and Wales. Company Number 4336719. Registered Charity Number 1090981, Registered Office Fairthorne Manor, Curdridge, Southampton SO30 2GH

1.0 Permission and Responsibility

- ▶ Your contract is with YMCA Fairthorne Group and shall be subject to the jurisdiction of the English Courts under English Law.
- ▶ 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

- ▶ The booking is confirmed and a contract formed when YMCAFG has received payment.
- ▶ Bookings are non-transferable.
- ▶ At the time of booking all information requested must be provided, including at least 2 emergency contact telephone numbers.
- ▶ The person making the booking is responsible for updating YMCAFG of any changes to the details provided at time of booking.
- ▶ Omitted or inaccurate information will cause your booking to become invalid.

3.0 Dogs

- ▶ Dogs are welcome on our site but must be kept on a lead at all times and under control.
- ▶ YMCA Fairthorne Group will review this throughout the season and will reverse this policy if required. Any parties affected will be notified.

4.0 Emergency Medical Treatment

- In the event of a medical emergency, first aid will be administered where deemed necessary by YMCAFG first aid qualified staff. If you do not consent to you or 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.
- 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.
- Attendees 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 an event or activity, a child or other attendee presents signs of being unwell, parents/carers will be informed and asked to collect their child if we have concerns about their wellbeing. Attendees are not allowed to return until they are well again, and specifically in the case of diarrhoea and/or vomiting, are 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, activities, or sessions

5.0 Price, Payment, Cancellation

Price - YMCAFG will do its utmost to ensure that the price will remain the same. In the event of exceptional circumstances, we reserve the right to increase the price; YMCA will absorb the first part of any increase but if the rise is more than 10% of the quoted cost, you will have the right to cancel with a full refund.

• Payment - must be made in full by cash, Visa or MasterCard at the time of booking.

• Cancellations

i. In accordance with the 2014 Consumer Contracts Regulations, if you have made a telephone or online booking, you have 14 days from the date of booking to cancel and receive a full refund, after which relevant

charges apply. All cancellations must be made in writing (email or post). If the event date is within 14 days of the booking date, your cancellation rights end 7 days prior to the event date and a refund will not be given.

- a. Cancellations requested in writing 4 weeks or more prior to the event will be refunded subject to a 20% administration charge per person of the cost of the event.
- b. Cancellations requested within 4 weeks of the start date of the event will not be refunded except on production of a medical note in which case a refund will be given subject to an administration charge of 20% of the cost per person of the event.
- ii. Attendees who are excluded during the event will not be refunded for unused accommodation, activities or food.

6.0 Booking Amendments

i. Customer amendments to bookings including date changes requested 4 weeks or more prior to the start date of the event will not incur an administration charge. Changes requested within 4 weeks of the event date are subject to the following administration fees:

Family Festival - £15 per person per change (no amendments within 2 weeks of the event)

Family Adventure Weekends - £10 per person per change (no amendments within 2 weeks of the event)

Seasonal events - £5 per person per change (no amendments within 2 weeks of the event)

Activity sessions - £5 per person per change (no amendments within 1 week of the event)

Treetots - £1 per session per change (no amendments within 1 week of the event)

- i. Part used or early departure from events will not be refunded.
- ii. All customer amendments are subject to availability
- iii. YMCA reserves the right to cancel or move sessions due to circumstances beyond our control

7.0 Misrepresentation by You

In the event it comes to light that you have misrepresented any element of your booking with us we reserve the right to cancel your booking with no compensation for loss of stay, even if that misrepresentation only comes to light after you have arrived. The clause "Misrepresentation by You" is extended to explicitly include whether the makeup of your party or reason for stay breaches any Government legislation applicable at the time of your stay.

8.0 Adverse Weather Conditions

The campsite will operate in all weathers and the responsibility is with participants to provide appropriate clothing and resources. No refunds will be given for camping not attended due to poor weather unless the campsite is closed by the YMCA in accordance with the YMCA's operating procedures.

9.0 Liability

- YMCA Fairthorne Group accepts full responsibility for the acts or omissions of its employees, providing they are acting within the scope of their employment
- YMCA Fairthorne Group 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.
 - loss of income, revenue, business or data.
 - acts of force majeure that may affect your stay i.e. that we could not have foreseen, such as, but not limited to, natural disasters, acts of terrorism or other factors outside of our control.
- Customers are responsible for the cost of repairs necessitated by any willful damage they may cause.
- The person who has made the booking is responsible for ensuring high standards of behaviour within their group.
- YMCA Fairthorne Group does not accept responsibility for guests' property of any description.

10.0 Insurance

YMCA Fairthorne Manor Group has public liability insurance cover up to £10 million. We recommend that customers take out their own travel insurance to cover risks of accident, loss of personal belongings and cancellation

11.0 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.

12.0 Behaviour

- The person who made the booking is responsible for ensuring high standards of conduct within their group.
- Attendees displaying inappropriate and antisocial behaviour may, as a last resort, be excluded from the scheme(s) without refund. A copy of the YMCAFG Behaviour Policy is available on request.

13.0 Photographs

Photographs and video may be taken by us, to be used in publications, marketing material and social media. Please inform the YMCA Fairthorne Manor Duty Manager if you do not wish to be photographed or filmed.

14.0 Termination of booking

YMCA Fairthorne Manor Campsite reserves the right to terminate any bookings by customers failing to meet these conditions. In these circumstances, no refunds will be given.

17/01/2023 JH