

BOOKING CONDITIONS OF TUDOR HALL SUMMER CAMP

1. Bookings made using the online form, by email or telephone will be confirmed once payment has been made. Until then they will remain as a provisional booking.
2. In exceptional circumstances Tudor Hall may have to cancel particular dates. We will endeavour to give 14 days' notice and to offer an alternative date. Otherwise, a credit will be offered against a future course or a refund paid if preferred.
3. Cancellations. If you give us at least 21 days' notice before the camp date(s) you would like to cancel, we will refund all monies paid, minus a cancellation administration charge of £10 per child per day. If you have paid by Childcare Vouchers, we will hold the amount in credit on your account minus the appropriate administration charge. 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 21 days' notice before the date(s) you would like to cancel, no refund is available. Please allow 10 working days to process refunds.
4. Changes may occur in the programme and we will endeavour to inform parents as quickly as possible. Activity programmes are subject to weather and other circumstances beyond our control.
5. To enable your child to enjoy the programme parents should inform Tudor Hall Summer Camp in advance if special arrangements need to be made for your child so that these can be agreed in advance.
6. It is the parent's responsibility to inform Tudor Hall School of any particular medical or dietary requirements for their children attending the Summer Camp. In the event of an accident our staff will administer first aid or, if necessary, the emergency services will be called. Essential medication must be handed into the Centre Manager for safe-keeping at the start of each day's activities. Our staff are trained in the administration of an EpiPen, but we will accept an additional demonstration given by the parent/guardian.
7. Tudor Hall is an equal opportunities employer and as such we do not tolerate discrimination or bullying of any kind. We have a legal obligation in relation to safeguarding and a duty to report any safeguarding concerns to the appropriate authorities.
8. On the rare occasion that a child proves incompatible with the wellbeing of the other children (e.g. bullying, disruptive or aggressive behaviour) we reserve the right to exclude that child. A refund of the remaining days booked will be given.
9. We may take photographs of the children for promotional purposes unless parents have indicated in advance that they do not wish their child to be included in photographs.
10. Tudor Hall is registered with the Information Commissioner's Office and our privacy notice can be found on the school website. We will not share your details with any other parties and will only keep your data for future mailings of the summer camp if you have ticked the consent box on the booking form.
11. Please do contact Tudor Hall Summer Camp if you have any concerns or suggestions regarding the care of the children and the programme. In the first instance please speak to the Centre Manager, or for more serious issues contact the Bursar.