



Action Camp Terms & Conditions

Action Camp is a unique holiday camp that reflects the values and ethos of The Royal School in an energised, fun and engaging environment for all children. Action Camp staff are proud that every child who attends is safe, engaged, included and wants to come back for more!

Below are our terms and conditions, which let you know what to expect from us and what we expect from you.

What we offer

Day camp 9.00am – 3.30pm, Before Camp Care 8.00am – 9.00am and After Camp Care 3.30pm – 6.00pm. We offer a variety of activities during the day according to the seasons such as, but not limited to, arts & crafts, drawing, painting, drama, singing, dancing, outdoor games, treasure hunts, cooking, science experiments, puzzle solving, sports challenges, netball, football, lacrosse, cricket, snowman making, fancy dress, code cracking, day trips and much more. Activities will vary from day to day depending on staff specialisms, but we always try to get outside whatever the weather to make use of our wonderfully spacious grounds. Our winter camps have seen everything from sunshine to snow, so children must come prepared for Action!

What to bring on the day

Children need to come prepared with welly boots, wet weather gear, hats and gloves (all clearly named please!). Please also provide snacks, a packed lunch and a named refillable water bottle (plus a packed tea or additional snacks for those staying on to After Camp Care). PLEASE NOTE WE ASK ALL PARENTS NOT TO PROVIDE PUPILS WITH SNACKS/FOOD WHICH INCLUDE NUTS AND/OR SESAME SEEDS.

Bookings

Bookings are made via our website <http://www.royal-school.org/Action-Camps> where you can book per day or for the full week. From time to time we may offer full week discounts. Simply fill in the registration form, tick the relevant boxes for each day, with any additional Before and After Camp Care requirements and indicate your child's preference for Arts or Sports. Both boxes can be selected if your child would like to take part in Sport and Arts



throughout the day. Preference indication helps us when planning activities and ensuring we have enough resources for everyone.

Bookings are subject to availability and accepted on a first-come, first-served basis. To secure a place all bookings must be made online and with full payment. We cannot guarantee a place until we receive payment in full.

Payment

To pay, if you have a PayPal account you must use the online payment facility. If you do not have a PayPal account, you can still pay via PayPal using a credit or debit card and you can do so when you are checking out. You can also pay with Childcare Vouchers.

Returned Payments

If the bank returns payment, then any bank charges incurred by Action Camps as a result of returned payments must be paid in full by you, in addition to the original booking fee.

Action Camps does not accept any liability for bank charges you may incur, or if childcare vouchers are not authorised for payment. In all cases, the responsibility rests firmly with you to ensure all payments are valid at the time of booking and please remember that your child's place is only confirmed when payment is cleared and received by us.

Changes to your booking

You can ask Action Camps to make changes to your booking provided you make the request via email to action@royal-school.org. While we shall do our best to accommodate changes, we cannot guarantee that we can make them. Where changes affect the prices charged, we shall request the balance from you to confirm the revised booking.



Arrival

We ask all parents/guardians to ensure children arrive on time. Before Camp Care starts at 8.00am and Day Camp starts at 9.00am. We are unable to take responsibility for children who arrive earlier. On arrival please register with our friendly Action Camp secretary at the entrance to Lacey Hall. Children will then be welcomed by our kind, energetic and supportive staff who will show children where to put their wellies, hats, gloves, wet weather gear and packed lunches before meeting and greeting other children in the hall and enjoying some fun Action Camp games.

Departure

Children will all gather in Lacey Hall at the end of the day (3.00pm) to reflect on the highlights of the day and receive special mentions from staff or stickers for positive contributions. Everyone will also take part in a quiet relaxation activity before home time. If you wish to pick up early, please inform us in advance so that we can ensure your child is ready to depart with all their belongings. No child will be allowed to leave the premises without a parent/guardian unless written notification is received detailing suitable alternative arrangements.

Late Collections

We offer After Camp Care from 3.30pm - 6.00pm at the rate of £15.00 per child. If you know you will be collecting late, please pre-book a space in After Camp Care so that we can ensure we have the correct staff to child ratio in place. If you are late to collect and have not booked in advance, your child will be cared for in After Camp Care until you can collect them. You will be charged for this at the additional rate of £15.00 per child regardless of the period of time that elapses. Payment for late collections shall be notified to you and collected from your account with no exceptions.

Behavioural Standards and Exclusion

Action Camps reflects the values and ethos of The Royal School and expects all children to behave at all times in a manner that is acceptable to both fellow children and Action Camp staff. Our approach is affirmative, and we encourage good behaviour at every opportunity. We promote positive and supportive relationships so that everyone feels happy, safe and secure.



Poor behaviour is always challenged, and a change is sought. Action Camp staff aim to set a good example and will deal with poor behaviour in a calm and professional manner according to the age and needs of the individual child. Children will always be given the chance to consider their behaviour and make amends. Expectations will be clarified so that children understand what is expected from them and good behaviour such as co-operating, helping and sharing is re-enforced.

In the case of any serious mis-behaviour or recurring poor behaviour, the Action Camp manager will intervene, the case will be logged, and parents will be informed. Action Camp reserves the right to exclude a child from any future sessions where he/she fails to maintain the required behavioural standard. Such failure shall include, but not be limited to, repeated poor behaviour, racial, sexual, verbal or physical bullying of a fellow child or member of staff. No refund or credit will be issued for any future sessions that have been pre-booked.

Health and Safety

It is your responsibility to inform us at the time of booking of any pre-existing medical, physical or behavioural conditions, or medication requirements of any child, so that we can make provision for the child's specific needs. If this information is not provided, we reserve the right to exclude the child.

First Aid will be administered to children in the event of an accident while under our care. All accidents will be logged and reported to parents via our first accidents and injury form. If the accident is serious, we may need to call the emergency services.

- Medical Conditions and Allergies

The parent/guardian must state on their child's details page if there are any medical conditions, allergies or any relevant background information that Action Camps staff may need to be aware of while their child is attending camp. We would ask parents to contact us in advance to discuss any individual requirements.



- Medication

The parent/guardian must give written consent for the administration by Action Camp staff of prescribed medication and complete our medication form.

- Emergency First Aid

The parent/guardian gives consent for Action Camp emergency first aid trained staff to administer emergency first aid and see professional medical help where necessary.

- Safeguarding

Action Camp staff have a duty of care to all children in their care. They will act if they suspect a child in their care may be suffering from abuse or if a child makes a disclosure about abuse. In such an event, the member of staff will follow the Royal School's Child Protection Policy which can be found here <http://www.royal-school.org/Policies> .

Lost Property

Please ensure children do not bring valuable toys or belongings. Mobile phones and other electrical devices are not permitted. Action Camps cannot accept liability for lost, stolen or damaged items. Please ensure clothing and other belongings are clearly labelled with the child's name to help us return unclaimed items. Lost property will be kept for a period of six weeks after the end of each camp. If items are still unclaimed after this period, we will distribute them to local charities.

Photography and Marketing Material

Photographs and film of children taking part in Action Camps may appear in internal school publications, on the Royal School Website, in external marketing materials and in the local or national press. In general, these are a source of pleasure and pride, they do much to enhance the self-esteem of the children and provide a valuable record of events. Children's first name only may appear alongside the photograph in some instances. If you would rather your child was not included in any photographs, we must be informed in writing at the time of booking by selecting to opt out of this option.



Refund Policy

Action Camps does not issue refunds for any reason, including non-attendance. If a credit note is issued (see below), the credit note will only be valid for a period of 12 months from the date of issue.

Cancellations (including child sickness)

We require at least 14 full days' notice of cancellation before the day your child is due to attend to issue a 100% credit note.

We require at least 7 to 13 full days' notice of cancellation before the day your child is due to attend to issue a 50% credit note.

If you cancel your sessions without giving us at least 7 full days' notice before the day your child is due to attend, you will not receive any credit.

Sickness

Children cannot attend if they are sick (including vomiting, diarrhoea, conjunctivitis and head lice) all children who are ill or infectious are to be kept at home during their illness and for 48 hours after the last symptom occurs. Action Camp is not responsible for injury occurring as a result of a pre-existing medical condition. Medicines only administered if written consent given by parent.

Where a child falls ill during the day, and we think it necessary, their parent/guardian shall be called to take the child home and you agree to collect your child without delay.

Cancellation by Action Camps

In the unlikely case that we are unable to run Action Camps due to adverse weather conditions or other circumstance beyond our control, customers will still be liable for any fees due/paid, during the entire period of closure.



Liability

Action Camps does not accept liability for loss or damage to property, sickness, personal injury or death of any participants unless directly caused by the proven negligence of Action Camps or The Royal School. Where incorrect or misleading information is provided on the booking form, whether medical or otherwise Action Camps are under no liability whatsoever in respect of personal injuries or otherwise. The Royal School and their staff are under no liability whatsoever in respect of personal injuries, loss or damage to property whilst attending any Action Camp session.

Insurance

The Royal School's Public Liability Insurance covers all children under our care.

Mobile Phones and Electronic Devices

Mobile phones and other electronic devices (e.g. IPADS, Nintendo DS) are prohibited. If you wish for your child to carry a mobile phone and they are seen using it then the manager will confiscate it until the end of that day. Action Camps will not take any responsibility for the damage or loss of any electronic devices that are brought in.

Policies and Procedures

Action Camps will abide by any relevant policies and procedures of The Royal School. All Royal School Policies are available to view here <http://www.royal-school.org/Policies> .

Data Protection

Action Camps is part of The Royal School and we will use your details to contact you via email/mail or text with future information about any services we or The Royal School offer. You may opt out of our mailing list when booking or afterwards at any stage. The Royal School is registered under the Data Protection Act.

All Action Camp staff have DBS (formally CRB) checks in place, and The Royal School always follows a Staff Safer Recruitment Policy.



Complaints

Action Camps aim is to ensure every child has a wonderful experience in a fun and engaging environment. Action Camp staff are proud that every child who attends is safe, engaged, included and wants to come back for more! If you, or your child, are not entirely satisfied with the service we provide, we would like to hear about it. If we are aware of any problem while your child is still attending Action Camps, we can aim to resolve this at an early stage. You can be assured that any complaint will be taken very seriously and in the strictest confidence.

In the first instance, the complaint should be made to the manager, who will investigate the matter. If you feel the response to the complaint is not acceptable or you would like to take the grievance further, the complaint should be made in writing and addressed to: Ms Bithrey-George, The Royal School Haslemere, Farnham Lane, Haslemere, Surrey GU27 1HQ or sent via email to action@royal-school.org, or, if a sensitive issue by calling 01428 603000 and we shall advise accordingly.

Changes of Terms and Conditions

Terms and Conditions are correct at the time of publication/issue and are subject to change without prior notice.