



TERMS AND CONDITIONS FOR FLOURISH AT THE FARM HOLIDAY CAMPS

High Expectations - doing the right thing

- When you make your booking with us a contract is formed between us and we are obliged to set out the conditions of that agreement.
- Your expectations of us should be high, and we will always aim to meet and exceed them.
- We trust that you will be reasonable, honest and fair, and you can be assured that we will be too.

Bookings

- Your booking will be confirmed by email.
- Payment is regarded as acceptance of our booking conditions.
- We accept payment by credit, or debit card.
- Bookings are made online.
- Lunch is not provided so you must supply your child with a packed lunch and snacks, and a refillable drinks bottle for water.

Changing your Booking

- If you give us 2 weeks or more notice you will be able to change your dates **within the same holiday season**, subject to availability, free of charge. If no dates available no refund can be processed.

Cancelling your Booking

- **COVID 19 – If we have to cancel our activity camps DUE TO GOVERNMENT regulations around the COVID 19 pandemic you will receive a 100% refund.**
- **If we have to inform a group/bubble of a positive COVID case causing others to have to self-isolate, we will of course credit any subsequent days that would be missed due to this isolation period. These credited days could be used during any holiday period subject to availability.**
- Otherwise you may cancel for up to 4 weeks in advance of the starting date of your sessions booked in order to receive a refund minus a 10% administrative charge.
- Any cancellations after this 4 week period will result in no refunds, and your payment being held as a credit on your account with us.
- Any cancellations on the day due to illness or injury will not result in a refund but it will be added to credit your account to change to another day, subject to availability, **a doctor's note will be required to credit your account.**
- If one child on the booking needs to cancel due to illness or injury, then you are also entitled to a credit for any other siblings on the booking.

Venue Cancellation

- In exceptional circumstances we may have to cancel specific dates, in this case, we will try to give those booked onto the camp at least seven days' notice and will offer an alternative, or offer a full refund for the dates cancelled.

Adverse Weather Conditions

- If we are unable to run a camp due to adverse weather conditions, we will offer a full refund or credit for another day.
- We will notify you of any closures by email, text or notification on the Flourish at The Farm website.
- If your child is unable to attend a camp during adverse weather conditions but the camp is open, no refund will be applicable.
- Adverse weather conditions are determined by an Amber, or Red weather warning that is issued by the met office website: www.metoffice.gov.uk
- If it rains, all our camps run as we provide a wet weather programme. We do not provide refunds due to days not attended because of rain.

Sun Protection

- It is your responsibility to make sure your child has appropriate clothing and sun protection.

Extended Day and Late Pick-up

- Our standard hours for multi-activity camps are 8.30am to 3.30pm.
- With a late stay offering till 4.30, that must be paid on the day (£5)
- **All children must be picked up by 4.30pm**
- If you are unable to collect by 4.30pm, please call our Flourish at The Farm leader as soon as possible.
- **You will be charged a late pick-up fee of £5 for every 15 minutes after 4.30 pm for the staffing cost.**

Personal Property

- Flourish at the Farm take no responsibility for the loss and damage to any personal property brought to camps.
- We therefore advise that children do not bring valuables to the camps. If your child needs to call home, we can make a telephone available.

Insurance

- All children in our care are covered by the **'Catlin and SAUA Ltd'**

Health Policy

- Flourish at The Farm requires that all children who are ill or infectious be kept home for the full duration of their illness, and for 48 hours after the last symptom occurs.
- Flourish at the Farm can only administer medication if it has been prescribed by a doctor, and has documented evidence of this.

First Aid

- In the event of an accident, first aid will be administered to your child and you will be notified at collection. If emergency services are called you will be notified immediately.
- Prescribed medication must be given to our Flourish day leader. Flourish at the Farm's First Aid policies are in line with Ofsted recommendations.
- If your child brings an EpiPen to camp, we require you to demonstrate the use of the EpiPen to our first aider.

Notice of Absence

- If your child does not attend a scheduled day on the camp, you must telephone the Flourish at the Farm.

Lost Property

- Flourish at The Farm is not liable for any lost or damaged property on camp.
- Lost property will remain on camp until the last day of the camp period and must be collected before this.
- All unclaimed property will be given to charity.

Photography and Video

- We may on occasion take photographs and film activities at our camps for informational material. You will always be notified if this is due to take place, and asked to grant your permission.

Specific Needs, or Medical Conditions

- We don't exclude any child due to specific needs, or medical conditions wherever possible.
- It is your responsibility to inform us of any educational needs, or medical conditions so we can consider the most effective way to accommodate your child, and if it is possible for participation safely within our coach to pupil ratios.

- A decision will be made on a case-by-case basis and is dependent upon the level of support your child needs.
- We are not able to provide additional staff to support a child above our normal ratios.
- We can accept bookings for a child with specific needs on a paid trial basis, however, reserve the right to review further bookings.

Child Protection

- Our team have a duty to respond if we suspect any child in our care to be suffering from abuse, or if a child makes a disclosure about abuse. In this event, the team will follow local authority guidance and contact the local area Child Protection Committee.

Disciplinary Procedures

- Our experienced practitioners understand when a child's behaviour requires firm guidance, however in some circumstances our disciplinary procedures will be brought into action to protect the safety and enjoyment of the other children on our camps.
- In an instance of unacceptable disruptive behaviour, the child will be asked to sit out for a few minutes during which time the practitioner will address the behaviour and explain the consequences of repeated disruption.
- If the child continues to behave in an unacceptable manner they will be asked to sit out for the rest of the session.
- If the child persists with negative behaviour then they will be taken out of the group and spend the rest of the day with the Flourish leader. Our Flourish leader will talk to the parent/carer and discuss the options. If the child shows a willingness to change and improve their behaviour then they can return to the camp the next day.
- As a final resort, we reserve the right to exclude a child if they continue their persistent unacceptable behaviour.

BULLYING WILL NOT BE TOLERATED IN ANY SHAPE OR FORM.

Swearing & Inappropriate Language Policy

- In the first instance of swearing or inappropriate language the child will be given a warning and warned that if they repeat the language they will be asked to leave the camp.

Data Protection

- Flourish at The Farm acts as a Data Controller for the purposes of the Data Protection Act 1998. We need to collect some personal details from you so we can process your booking, such as names, ages and any applicable medical or dietary restrictions and, in some cases, credit or debit card or other payment details.
- It is your responsibility to ensure that you have permission to pass on the personal details of all the children for whom you are making a booking.

- New GDPR law as of May 2018 states that no marketing may be sent to anyone without clear evidence of when and where a contact has opted in to agree to receive marketing from us.
- We will only use your details for future marketing purposes if you have opted in to receive information from us.
- Please let us know as soon as possible if you do not want to receive future mailings from Flourish at The Farm.