



# Terms and Conditions

## Bookings

- All bookings must be made in advance via Wisepay and will be confirmed by automated email.
- Further information on the individual camps detailing where to drop off, pick up, and other useful information specific to that camp can be found on the website on each camp webpage. It is up to the parent to ensure they have read this information.
- WildCats Holiday Camps accepts payment by credit or debit card or childcare voucher.
- If opting to pay by childcare voucher you will need to email proof of payment through your childcare vouchers account to Caterham School at least 4 weeks prior to the start date of the camp otherwise your booking will be cancelled.
- If you book less than 4 weeks prior to the start of the camp and have opted to pay by childcare voucher please ensure you email proof of payment through your childcare vouchers account to Caterham School within 24 hours of making the booking on WisePay otherwise your booking will be cancelled.
- Please email [wildcatscamp@caterhamschool.co.uk](mailto:wildcatscamp@caterhamschool.co.uk) for proof of payment by childcare vouchers along with which camp booking this is for.
- If paying by childcare voucher you will need a specific code for Caterham School in the first instance to set up the account. Popular account and their respective codes can be found on the 'How to pay by childcare voucher' document.
- No booking will be fully confirmed until a full payment is received, and all child registration is complete.
- Lunch is not provided on the camps. You will need to supply your child with adequate snacks, lunch and drinking water. Drinking water will be available to refill water bottles on the camp.

## Changing your Booking

- If you give us 4 weeks or more notice prior to your booking starting you will be able to change your dates within the same holiday season (e.g. summer), subject to availability, free of charge, provided you speak to a member of the WildCats at the earliest opportunity.
- If you purchased a discounted weekly price and wish to split up the days across different weeks, your booking will then be recalculated using the standard daily rate, which may result in an additional charge.

## Cancelling your Booking

- If you give us at least 4 weeks notice before the date(s) you would like to cancel, we will refund all monies paid if paid by credit or debit card. Please send all refund requests to [wildcatscamp@caterhamschool.co.uk](mailto:wildcatscamp@caterhamschool.co.uk)
- **We are unable to refund any payments made by childcare voucher.** A credit can be applied if you give us at least 4 weeks notice before the date(s) you would like to cancel.



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- As we sometimes offer a discounted price on booking a Full Week option, if you wish to cancel a day(s) within a week, we will then recalculate your booking at the daily rate which may result in an additional charge.
- If you give us less than 4 weeks' notice before the date(s) you would like to cancel, no refund is available.
- Please allow 10 working days to process all refunds.

### Adverse Weather Conditions

- In the unlikely case that we are unable to run the camp due to adverse weather conditions we will offer a full refund or credit for another day.
- We will endeavour to advise customers of any closure by means of email, text or notification on the WildCats camp website as soon as possible. The website and social media channels will be updated with the most up to date information.
- If customers are unable to attend camp during adverse weather conditions but the camp is open, no refund will be applicable.
- Adverse weather conditions are determined by either an Amber or Red weather warning issued by the met office via local or national TV & Radio or via the website [www.metoffice.gov.uk](http://www.metoffice.gov.uk)
- It is the responsibility of parents to ensure children have appropriate clothing and sun protection suitable for all weather conditions.

### Camp Cancellation

- In exceptional circumstances, we may have to cancel dates. In this event we will try to give those booked onto the affected Camp at least 14 days' notice and will offer a suitable alternative if one is available. Alternatively, if preferred, we can refund all monies paid for the dates cancelled if paid for by credit or debit card.

### Available Dates and Activities

- All information in our literature is correct at time of printing.
- Changes may occur and, if so, we will inform parents via our website as quickly as possible.
- Not every activity pictured or listed in our literature is available at all times.
- Activity programmes are subject to change in the event of unsuitable weather or other circumstances beyond our control.
- Activity timetables – if displayed on camp – are a guide and are subject to change. If you are booking individual days we cannot guarantee that a specific activity will be available on that day.
- The group age ranges are dependent on the number of children in attendance and may vary from the time of booking.

### Hours of camps including registration and pick up

- WildCats Holiday Camps have varying operating hour's dependent upon the camp. The start time and end time will be displayed on the website and booking for each individual camp.



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- The registration/drop off window is 10 minutes either side of the published start time of the camp so for a 9.30am camp start the registration and drop off is from 9.20am – 9.40am. If you will be arriving after this time you must contact the WildCats Camp Manager on 07544 973 240.
- The pick-up window starts from the end time of the camp and there is a period of 15 minutes after the end time of the camp to pick up your child. If you will be arriving after this time you must contact the Duty Camp Manager on 07544 973 240.
- There are no registration or pick up windows for private swim tuition camps.

### Insurance

- All children in our care are covered by the Caterham School Public Liability Insurance.

### Health Policy

- We require that all children who are ill or infectious be kept home for the full duration of their ailment, and for 48 hours after the last symptom occurs.
- Our Duty Camp Manager, or a nominated first aider, will administer medication if a request is made in writing stipulating the dose, the time, your child's name and the duration of the treatment. If we do not have your written permission, we will not be able to administer your child's medication.

### First Aid

- In the event of an incident, first aid will be administered to children in our care and the emergency services will be called if necessary.
- Upon drop-off, each child's essential prescribed medication must be handed in to the Camp Manager for safe-keeping.
- We ask that all parents/guardians whose children carry adrenaline auto-injectors speak to the Camp Manager on their child's first day at camp to ensure all relevant medication and information has been handed over. Parents should provide **two** Adrenalin Auto-injectors or inhalers for their child to be able to participate on the camp. We are unable to accept children on the camps if they only provide one.

### Notice of Absence

- If a child is not attending a scheduled day of camp, parents/carers must telephone or text message the Wildcats Duty Camp Manager (07544 973 240) to allow us to update records.



## **Terms and Conditions Continued**

### **Lost Property**

- WildCats Holiday Camps are not liable for any lost, stolen or damaged property on camp.
- Lost property will remain on camp until the last day of camp and should be collected before the last day.
- Unclaimed lost property will be given to charity and will not be retained at the School

### **Photography and Video**

- Please be aware that WildCats Holiday Camps sometimes wish to take photographs and/or videos during our camps which may feature your child. These are used in our printed publications, promotional materials and on occasions our social media platforms to show what is happening at our School. You are given the option to agree to this when making your booking on WisePay.

### **Mobile Phones and Electronic Devices**

- Please discourage children from bringing mobile phones with them as they are often unnecessary and inappropriate on an activity holiday camp, although we appreciate that for peace of mind some parents like their children to have a mobile phone for when they are not at camp. Children will not be permitted to use their mobile phones during the camp and must be stored away in their bags.
- Parents/Guardians are requested to contact the Duty Camp Manager if they wish to speak with their child during camp.
- WildCats Holiday Camps will not take any responsibility for the damage or loss of any electronic devices that are brought onto camp.

### **Money and Expensive Items**

- Please ensure that your child does not bring:
    1. Money to camp – we will not be selling anything for children to buy.
    2. Anything else of substantial value such as jewellery, accessories or designer clothes.
  - We cannot be held responsible nor can we compensate if items get damaged or go missing.
  - We do endeavour to return lost property where possible but in order to do this we ask that belongings are clearly named.
  - If anything is missing when your son or daughter leaves Camp please let the Duty Camp Manager know about it as soon as possible so we have the best chance of finding the lost item.
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