

Inspired Learning Group of Independent Schools & Nurseries

Georgian House, Park Lane, Stanmore HA7 3HD
Email: daycamps@inspiredlearninggroup.co.uk
Telephone: 020 7127 9862
Website: www.inspiredlearninggroup.co.uk



Terms & Conditions

Welcome to our Terms and Conditions page. Please also refer to our policies and procedures which can be found on the school's website under the 'Holiday Camps' section.

Payment & Agreement

The agreement between you and The Camp begins at the point where a payment is made, whether in part or full, and is when these booking conditions apply from. This agreement is with you, as the person who made the booking, and you are responsible for ensuring any parent/carer relating to this booking are aware of, and accept, these booking conditions.

Payment in Instalments

We do accept payment in instalments however we require the full balance of the booking to be paid by the first day of attendance during that holiday period. If the balance is not paid in full by the due date, your account will become overdue, and you will be unable to book any future places at camp until the full outstanding balance has been paid.

Debit and Credit Card Payments

There are no additional charges for credit/debit card payments.

Bookings made after camp has opened

If you wish to book on the day after camp has opened, please phone the camp team and they will advise you whether they have space to take your child into camp. They will also be able to place the booking for you on the booking system. Please note, there are no guarantees that you will be able to book on the day due to staff to child ratios. There is an additional £10.00 fee for bookings made after camp has opened.

Childcare Vouchers & Tax-Free Childcare:

We do accept Childcare Vouchers and Tax-Free Childcare payments. If you are paying using either of these payment methods, we would ask that you book no later than 7 working days prior to your first session to allow the funds to reach our account. Please use your child's name as a reference when making the payment through your provider. Please allow up to 7 working days for Childcare Vouchers to reach us and use your Booking ID and child's name as a reference. Your booking will remain provisional until we have received full payment of funds. If paying with Tax-Free childcare, please enter the long reference number for this payment at the time of booking so we can identify and allocate the payment. If you do not have this reference number at the time of booking, please notify us of this by email within 24 hours of completing the booking at daycamps@inspiredlearninggroup.co.uk

Cash Payments:

We regret that we are unable to accept any cash payments on site. All payments must be made online via the MagicBooking system.

Confirmation

Your booking confirmation confirms what you have booked. Please check all information it includes once you receive it. You may be asked to provide your booking confirmation by a member of the team on site. Responsibility for all booking details lies with the person who made the booking. Consumer Rights - as you're booking a service with specific dates, the 14-day cooling off period does not apply. If the booking confirmation shows information that is different from what you were expecting, please contact us immediately so we can resolve this issue for you.

Booking Cancellations

If you wish to cancel your booking with us, you will receive a credit on your account to the same value as your booking, if you do so at least one week prior to the first day of that holiday period you are due to attend camp. If you cancel after this point, no credit or refund will be given.

Booking Amendments

If you wish to change the weeks or days of your booking, you may do so by cancelling your initial booking and using the credit placed onto your account, if you make your cancellation at least one week prior to the date of your first day of attendance. Should your initial booking cost more than your new booking, the remaining balance will remain as credit on your account. If your initial booking costs less than your new booking, you will be required to make full payment of the difference prior to the first day of your booking.

If you make any changes to your booking later than one week prior to your first day of attendance, the booking will automatically be cancelled, and no refund or credit will be issued.

Illness

If your child is ill, we request that you do not bring them to camp until they have been symptom-free for at least 24 hours. Please contact our head office team if you wish to discuss moving your booking onto a different day in this instance.

Cancellation of Camp

In the event a camp cannot proceed, you will receive a full credit note or refund, whichever you prefer, to the value of your booking.

Photography / Video footage

We may take photographs and video footage at camp to use for training and promotional purposes. To exclude your child from this, please ensure you have notified us when registering your child with us.

Child Protection

Camp staff have a duty to report any safeguarding concerns with the appropriate bodies in line with our safeguarding policy.

Staff Ratios

Our camps operate a 1:8 staff to child ratio for any children aged 7 and under, and a 1:12 staff to child ratio for any children aged 8 and over.

Special Educational Needs and Disabilities

If your child has any Special Educational Needs or Disabilities, we request that you discuss this with us before making your booking. This is to ensure your child can be supported appropriately to have an

enjoyable and safe experience with us. If you do not tell us about your child's Special Educational Needs or Disabilities prior to booking, we reserve the right to cancel your booking without providing a refund.

Exclusions and Late Collection

At the Camp Manager's discretion, we reserve the right to apply a 'late collection' charge of £1 per minute to your account. We reserve the right to exclude any child for any reason at our discretion, including persistent late collection. Should we feel it is necessary to take this action, no refund will be made for days missed and no compensation will be made for any other costs or losses incurred as a result.

Contactless Registration

By booking with us, you acknowledge that our camps operate a contactless registration service whereby a member of our team will sign your child into and out of camp using our online system. A timestamp will be placed onto the system once your child has been admitted to/has left camp each day.

Programme and Activities

Wherever possible, our staff will aim to deliver the programme as advertised and displayed. However, we may occasionally need to amend our activities from day to day. Should this be the case, we will not provide a refund or compensation unless it is for an activity that we have specifically charged extra for. As we endeavour to offer a varied programme each day, we cannot guarantee specific activities on certain days. However, you are welcome to speak with our team on site and request particular activities which staff will provide if they can.

Complaints

Our camps are dedicated to ensuring that every child has a fantastic experience with us. However, occasionally we understand that things may go slightly wrong. In line with our complaints policy, please contact our Head Office team if you are unhappy with the service you have received and we will do our best to respond within a minimum of two working days. Please note that verbal abuse of office or camp staff will not be tolerated.