



Camp Wild – Terms and Conditions

By booking Camp Wild you are agreeing to the following Terms and Conditions:

1. CANCELLATION

If you wish to cancel a booking for any reason or any part thereof you must notify us as soon as possible. In order to obtain a cash refund you must notify us of your cancellation no later than midnight of the penultimate Sunday before the start of the week you have booked.

Any cancellations made after this date but before midnight on the Sunday before the start of the week you have been booked will result in credits being provided to be used at any future camp and at any venue with no expiry date.

Claims made after your child has started their first day at camp (in any given week) need to be supported with a doctor's note and the claim must be made within 14 days of the last day of camp in the given season for which you require the refund which will be provided in the form of credits to be used at any future camp and at any venue with no expiry date.

2. YOUR RESPONSIBILITY

2a. BOOKING

Responsibility for the details of bookings and for payments lies with the person making the initial booking.

2b. INCOMPATABILITY

We reserve the right to decline any booking or exclude any child at any time prior to or during the booked session if in our reasonable opinion the behaviour of the child is disruptive, dangerous or incompatible (whether as a result of any illness, disability, social behavioural problem(s) or otherwise) with the general enjoyment of other visitors.

For the avoidance of doubt if any child is reasonably deemed to be incompatible by us by reason of their objectively agreed disability prior to booking or during the camp session or activity we shall consider any reasonable adjustments that we and/or the incompatible child in question may make in order that their behaviour is no longer deemed by us to be incompatible and that We may be prepared to accept their Booking or allow them to continue with their Holiday or activity.

You agree and acknowledge that if we in our absolute discretion deem that any adjustments (whether made by us and/or you and/or the party member(s) in question) are not reasonable and/or are reasonable but are likely to adversely impact

(eg, from a safety or any other similar perspective) on any other child) camp experience then our decision to decline the booking or exclude a child is final and shall not be open to legal challenge.

Any additional costs so incurred shall be entirely Your responsibility and no refund applies. You shall advise us at the time of booking and immediately after booking fully in writing of your child's name contact details and any requirements needs or personal circumstances that you reasonably consider may affect the child during the camp attendance including special dietary requirements illness disabilities any social behavioural problems (e.g, ADHD or any equivalent or similar or any other affliction that may render the child incompatible as defined at clause 2a above that a child currently has or has recently experienced or any other such personal and/or sensitive information (personal information).

2c. CAMP RULES

Every morning the children will be briefed on the camp's health and safety rules. Camp Wild will not be held liable for any resulting injury if a child ignores these or specific instructions of the key workers Group Leaders, eg leaving their group, climbing on equipment or going into Out of Bounds areas.

2d. DAMAGE LIABILITY

We reserve the right to reclaim costs incurred for any damage caused by your child/ren to any Camp Wild, School or Contractor's property and buildings.

3. PAYMENT

All payments, including payments by Childcare Vouchers, are due within 7 days from the date of booking to ensure your booking is secured.

4. BOOKING ALTERATIONS

Booking alterations to dates/venue must be made at least 7 days before your camp starts when the normal cancellation terms (1) will apply.

Bookings cannot be moved from one school holiday period to another less than 7 days before your camp starts when the normal cancellation terms (1) will apply.

5. PERSONAL PROPERTY

All your child's personal property is your own responsibility. If anything is missing when your son or daughter leaves Camp Wild please let the Camp Director know about it right away as there may still be time to find it before Camp Wild closes down at the end of the season. Expensive and treasured items such as jewellery, , personal video games, mobile phones, I pads, designer clothes/shoes/trainers etc., should not be brought to camp as they are often unnecessary and inappropriate.

6. PROGRAMME CHANGES

The timetables for certain camp programmes are subject to alteration in the event of wet weather conditions, or other factors which are beyond our control. In the event sessions are cancelled due to safety reasons, or factors beyond our control, we will not be contractually obliged to give any refund, but we will look at every case on its own merits.

7. NEGLIGENCE

We accept responsibility for personal injury and for loss and damage generally, but only if caused by the proven negligence of the company or its employees. We do not accept responsibility for events which are outside of our direct control. These include (but not exclusively) force majeure events such as strikes, bad weather, war, etc. and injury, loss or damage that may occur while we are using third parties or sub-contractors such as transportation companies. We act as an agent for transportation companies, from whom detailed conditions of carriage are available.

8. COMPENSATION

In the unlikely event that a child experiences a problem or difficulty while at camp, the matter should be reported immediately to:

1. The Camp Director who has the authority and direct knowledge to deal with most queries.
2. If he or she fails to resolve the difficulty to your satisfaction, then write to us at our Head Office within 10 days of your child leaving camp. We will only compensate complaints if both these conditions are met.

9. PHOTOGRAPHY

(a) The copyright of all photography appearing in our brochures belongs to Camp Wild. No reproduction may be made without prior permission from the company.

(b) Please inform Camp Wild if you do not want your child's photograph taken. It may be used in future brochures.

10. MOBILE PHONES

Use of mobile phones/electronic equipment for taking photographs and video footage is not permitted.