

London day camps - Booking conditions

1. CONFIRMATION

Your holiday will be confirmed after we receive your booking form and/or the appropriate deposit. Please note that payment of the deposit is regarded as your acceptance of the booking conditions and is non-refundable, other than through our Customer Protection Plan.

2. CANCELLATION

2a. If you wish to cancel the booking or any part thereof you must notify us immediately in writing. Until written confirmation is received we will continue to hold your reservation. All cancellations will be acknowledged. Cancellations incur the following charges on the total booking value:

- More than 56 days before camp starts: loss of deposit only.
- 56-29 days: 50% of the total holiday price.
- 28-15 days: 65% of the total holiday price.
- 14-1 day: 100% of the total holiday price.
- On or after the holiday starts: 100% of the total holiday price.

Cancellations may be reclaimed from our Customer Protection Plan when the reason for cancellation falls within its terms; if cancellation is due to illness an appropriate refund may be given subject to the illness being medically certified.

2b. If cancellation is due to illness a full refund less CPP insurance may be given subject to the illness being medically certified and the illness not being a pre-existing condition. Cancellation charges in section 2a do not apply to medical cancellations.

3. CUSTOMER PROTECTION PLAN

Our customer protection plan is designed to give you maximum reassurance and peace of mind with its comprehensive range of protection. It covers all sports and activities at camp and provides:

- Money back guarantee. If your child does not settle at camp after the first twenty four hours, despite the best endeavours of parents and Camp Director, we will offer a pro-rata refund. When the Camp Director and parents agree that any perseverance is not beneficial you must contact our Head Office which will request you to confirm your cancellation in writing within 7 days. Our 24 hour refund guarantee will only apply if the above criteria are met. If your child has been issued with a verbal warning, the money back guarantee is no longer valid and no refund is due.
- The following Sections are insured with members of the Association of British Insurers:
 - All cancellation charges up to the full cost of the holiday (see the schedule in part 2 above)
 - Complete cover for all activities organised by Camp Beaumont
 - Personal accident up to £5000
 - Medical expenses up to £2000
 - Curtailment of activities up to £200

We insist that all of our clients are covered to this level. Our experience has shown that standard policies do not cover all of our activities, e.g. motorsports. The insurance cover offered by Camp Beaumont is underwritten by Union Reiseversicherung AG (URV). The policy is administered in the UK by Travel Insurance Facilities plc which is authorised and regulated by the Financial Services Authority.

Health: You must inform the insurers of all serious or chronic illnesses that required medical attention during the last six months relating to you and all persons on whom the travel plans depend. Failure to do so may result in claims being excluded. ('All persons' means the children who are actually travelling and also any relatives, etc, on whose well being the trip depends.)

Conditions, Exclusions & Warranties: These may apply to individual sections of the policy or to the whole policy. **Property Claims:** These claims are paid based on the value of the goods at the time you lose them and not on a 'new for old' or replacement cost basis.

Policy Limits: Most sections of the policy have limits on the amount the insurer will pay under that section. Some sections also include other specific limits, for example for any one item or for valuables in total. You are advised to check your policy carefully if you intend taking expensive items with you.

Policy Excesses: Under most sections of the policy claims will be subject to an excess. This means that you will be responsible for paying the first part of any claim. The amount you have to pay is called the excess.

Reasonable Care: You need to take all reasonable care to protect yourself and your property.

Complaints: The insurance policy includes a complaints procedure which describes the steps to take if you wish to make a complaint.

Dangerous Sports or Pastimes: If you take part in dangerous sports or pastimes where there is a risk of injury, check that your insurance policy covers them. All activities organised & implemented by Camp Beaumont are covered.

Policy Documents: This gives you full details of what is and is not covered and the conditions of the cover. You must read the insurance policy carefully. The Insurance Policy will be subject to the law of England and Wales unless otherwise agreed. Any client who does not take out our Customer Protection Plan must complete an Insurance Indemnity Form. If you have booked on one of our special offers please refer to booking conditions printed on the offer leaflet.

4. YOUR RESPONSIBILITY

4a. BOOKING

Responsibility for the details of bookings and for payments lies with the person making the initial booking. Replacement of any booking confirmation or duplicate paperwork will incur an administration charge of £5.00 per item requested.

4b. LATE PAYMENTS

Returned Cheques and Declined Cards. A £15.00 charge will be made on any cheque returned by the company's bank or declined cards by Streamline. Any account left unsettled after the balance due date will automatically incur a £15.00 charge.

4c. INCOMPATIBILITY

We reserve the right to decline any Booking or exclude any child at any time prior to or during the Holiday or activity 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 holiday 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) Holiday or activity 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 Holiday 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 4a above that a child currently has or has recently experienced or any other such personal and/or sensitive information (Personal Information).

4d. CAMP RULES

All parents are required to read and explain the camp's health and safety rules to their children which will be sent in advance of their holiday in your Parent Welcome Information. Camp Beaumont will not be held liable for any resulting injury if a child ignores these or specific instructions of the Group Leaders, eg leaving their group, climbing on equipment or going into Out of Bounds areas.

5. PAYMENT

All accounts must be fully paid before we can accept a child at camp. All balance payments are due by 1st March 2012 for Easter Camp, 30th April 2012 for Summer Camp and 1st September 2012 for October half term, unless otherwise stated. Full payment will be required for all holidays booked after these dates.

6. TRAVEL

All amendments to Escorted Travel Bookings must be followed up in writing. We cannot accept changes or additions to travel plans ten days or less prior to a holiday. (Our Travel Managers need this period of grace to finalise transport). Cancellation of any transport requested within this time can not be transferred or refunded. Alterations or additions may be made to your booking and travel arrangements either in writing or by telephoning the Parent Line on 01263 823000. Some changes may incur an additional fee if the booking is altered. For cancellation terms see clause 2.

7. BOOKING ALTERATIONS

Please note, we reserve the right to levy an administration charge of £15 after April 30th 2012 (Easter camp 1st March & 1st September 2012 for Oct half term) in respect of any changes made to booking details or if the date you are changing to is more expensive than the week you had originally booked the difference in cost will be charged. Bookings which include Specialist Holidays, transport and lunch can only be transferred if availability remains on both the date you are changing from and the new date you have chosen. No refund is due after April 30th (Easter camp 1st March & 1st September 2012 for Oct half term) if any of these elements are cancelled.

8. PERSONAL PROPERTY

All your child's personal property is your own responsibility, unless loss or damage is proven to be due to Camp Beaumont's negligence. If anything is missing when your son or daughter leaves Camp please let the Camp Director know about it right away as there may still be time to find it before Camp closes down at the end of the season. Expensive and treasured items such as jewellery, CD players, Walkmans, personal video games, mobile phones, designer clothes/shoes/trainers, etc., should not be brought to camp as they are often unnecessary and inappropriate on an adventure activity holiday. 'Luxury' items such as these are only partially covered under our Customer Protection Plan, are subject to an excess and are not covered as 'new for old'.
9. SWIMMING ABILITY
All children will take part in a swim test to determine their swimming ability and water confidence.

10. OFF-SITE ACTIVITIES

A number of our holidays include excursions and off-site activities such as horse riding at local stables. All our usual standards of care and supervision apply. All children may participate in off-site events unless we specifically receive written notification to the contrary from parents or guardians.

11. PROGRAMME CHANGES

The timetables for certain activities 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.

12. TRAVEL CHANGES

Holiday and travel arrangements are occasionally subject to change. Should this be necessary for any reason, Camp Beaumont will inform you at the earliest opportunity.

13. 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.

14. 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.

15. PHOTOGRAPHY

(a) The copyright of all photography appearing in our brochures belongs to Camp Beaumont. No reproduction may be made without prior permission from the company.
(b) Please inform Camp Beaumont if you do not want your child's photograph taken. It may be used in future brochures.

16. DISCLAIMER

This brochure is the responsibility of Camp Beaumont Day Camps. The details in this brochure are published in good faith as of December 2011. They are not issued on behalf of the schools at which the camps take place.