



## CASCADE CAMPS TERMS & CONDITIONS

When you make a booking with Cascade Camps there is an agreement between us. That agreement is based on our booking terms and conditions as well as information contained in our Parent Guide and FAQ's.

1. **Bookings & Payment** – After a booking is made and payment is received a confirmation of your booking will be sent to you. It is the responsibility of the person making the booking to check to the dates, child details, location and terms.
2. **Changes to your Booking** – When making changes to your booking the following terms apply. It is possible to change your booking or dates, provided there is space and we receive your request to change your booking in writing at least 7 days prior to your child attending. If a change results in a price difference, you will be responsible to cover the cost. For bookings of 3 days or full weeks, where a discount was applied, it may not be possible to move individual days to another week. If Cascade Camps is able to move individual dates from multiple date bookings, you must pay any difference in cost. If we are unable to offer alternative dates/programs our cancellation charges will apply.
3. **Cancellations** - Cancellations must be notified to Cascade Camps in writing and are subject to the following charges:

If received up to 28 days prior to the start of the booking a full credit will be held by Cascade Camps, which can be used for future camps, if booked within one year of the cancellation date. If the credit is not used within one year of the cancellation date, the credit may be cancelled.

If received within 28 days and up to 7 days prior to the start of booking a credit less 25% will be held by Cascade Camps, which can be used for future camps, if booked within one year of the cancellation date. If the credit is not used within one year of the cancellation date, the credit may be cancelled.

No credit will be given within 7 days.

Missed dates cannot be credited or refunded. Credits can only be used to book future Cascade Camps programs.

**\*Please see our updated COVID-19 Cancellation Policy below.**

4. **Voucher Codes and Discounts** – Voucher Codes are able to be claimed using the unique code on the voucher at checkout and will be applied after any other discount has been applied.

Cascade Camps reserves the right to terminate offers/vouchers at any time.

5. **Childcare Vouchers & Tax Free Childcare** – Cascade Camps is an Ofsted registered provider and as such, we are able to accept Childcare Vouchers and Tax Free Childcare as payment for all of our programs. When paying with Childcare Vouchers please allow up to 5-7 working days for the vouchers to reach us. Use your Booking Invoice Number and child's FULL NAME as a reference. If payment is not received within 7 days, Cascade Camps may cancel your booking. However, we will always inform you prior to cancelling your booking.

If paying with Tax-Free Childcare, when making the booking please enter the long reference number for this payment so we are able to identify and allocate the payment. If you do not have a reference number at the time of booking, you must notify us of this by email within 24 hours of completing the booking.

If you are making a booking that begins within 21 days of the time of booking, you will be required to pay by a credit/debit card at the time of booking. Cascade Camps will then reimburse you once we receive your Vouchers/Tax-Free Childcare.

6. **Photographic/Video Footage** – Cascade Camps, or a photographer hired by Cascade Camps, may take photographs and video footage of your child at camp to use for our website, social media platforms, brochures, flyers, other promotional materials or training purposes. Please note, Cascade Camps cannot guarantee your child will appear in any photos or video footage. If you wish to exclude your child, you must inform Cascade Camps in writing prior to attending camp. All data collected is kept securely. Any external photographer or photography company hired by Cascade Camps will be properly vetted and we will ensure they possess an enhanced DBS.
7. **Late Collection** - If your child is booked until 4 pm and you have not booked an extended day option, you have until 4:30pm to collect your child. If you collect after 4:30pm, Cascade Camps reserves the right to book your child into the After Camp Club and charge you the additional cost. If you have already booked your child into the After Camp Club, please note that it is only registered until 6pm. Failure to collect your child by 6pm may result in extra charges and Children's Services being called. Cascade Camps reserves the right to charge £5 for every five minutes that a child is with us after 6pm, which will be charged to your account automatically.
8. **Exclusions** – Cascade Camps reserves the right to exclude any child for any reason at its absolute discretion, including but not limited to persistent late collection. You will not be entitled to a refund or credit for any days missed as a result of an expulsion and no compensation will be made for any other cost or losses incurred as a result.

9. **Program Changes** – Cascade Camps reserves the right to amend the program at any time where it is found to be necessary.
10. **Complaints** – Cascade Camps is committed to ensuring every child enjoys their time on Camp and every parent/carer is satisfied with the service they receive. If you or your child are not happy with the experience, we would like to be the first to hear about it. If there's an issue with your child while they are on camp, we suggest you speak to the Camp Director or call our Head Office team on 07395 087250. If you have an issue or would like to discuss any aspect of your child's experience on camp, please call or email our team at [info@casadecamps.com](mailto:info@casadecamps.com). We can assure you that all complaints will be dealt with swiftly.
11. **Liability** – Cascade Camps does not accept liability for personal injury or the death of any person unless directly caused by the proven negligence of the company or its employees. In this event, Cascade Camps has liability insurance which provides cover of up to £10 million. Cascade Camps will not take responsibility for the loss or damage of any items of personal property brought onto camp and our insurance does not cover personal items. Our Parent Guide contains further information about our Insurance as well as advice on what to bring to camp.
12. **Policies and Procedures** - Copies of Cascade Camps policies and procedures can be found [here](#). Additionally, a copy of all our policies and procedures can be found on every camp as well as in the Head Office and printed copies can be made available on request.

## **COVID-19 TERMS AND CONDITIONS**

All bookings are protected by our COVID-19 Risk Free Booking Policy. This means that you can book with piece of mind, knowing that if for any reason you are unable to attend camp, or need to modify dates, due to COVID-19, you will receive a full refund or credit to use at a future date.

### **Cancellations by Cascade Camps due to COVID-19**

If Cascade Camps are unable to operate camps due to COVID-19 you will receive a full refund or credit, whichever you prefer. If we must cancel dates, a member of the Cascade Camps head office team will be in contact via e-mail to all customers with bookings during the affected dates as soon as is possible to confirm. At that time, we will confirm when refunds will be processed or apply a credit to your account. If you prefer to apply a credit to your account, credits will have no expiration date and can be used towards any future bookings with Cascade Camps.

### **Cancellations or Changes to Bookings by Parents due to COVID-19**

If you have made a booking with Cascade Camps but must cancel due to testing positive for COVID-19, having been in contact with someone who has tested positive for COVID-19 or no longer wish to attend camp due to uncertainties of COVID-19 you may cancel at any point up to 24 hours prior to your camp dates with no penalty and will receive a full credit to be used in the future. We require all cancellations in writing to [info@casadecamps.com](mailto:info@casadecamps.com) .

Cascade Camps will always work with you if you wish to change the dates of your booking to a later date following the government guidance of 10 days in isolation and assuming you show no further signs or symptoms of COVID-19 and can produce a negative test.

**Positive COVID-19 test during camp**

If your child begins to show signs and symptoms of COVID-19 during camp a member of the Cascade Camps head office team will be in contact as soon as possible. We will ask you to immediately come to collect your child. We will suggest that you follow the current government guidance regarding self-isolating and testing and will assist you in any way that you need. You will not be able to return to camp until a negative test is given to our team or the self-isolation period has elapsed. Please e-mail proof of a negative test to [info@cascadecamps.com](mailto:info@cascadecamps.com).

If your child receives a positive test for COVID-19 you must contact Cascade Camps immediately so we can notify everyone who may be affected and inform the NHS test and trace. We will request that you follow the current government guidance and assist you in any way we are able. Cascade Camps will take the advice of the NHS regarding next steps and maintain clear and consistent communication with all families involved.

**Close contact with someone within a bubble group who has received a positive COVID-19 test.**

Following the current government guidance all children will be grouped in bubble groups of no more than 15 children plus staff, in accordance with child: staff ratios, while on camp and will not mix with other bubble groups. If a member of your child's bubble group receives a positive COVID-19 test we will inform you immediately and request that you follow government guidance regarding self-isolating and testing. Cascade Camps will also contact the NHS test and trace and follow advice.

Any booked dates that are missed due to self-isolating will be applied to your account as a credit. Cascade Camps will always work with you if you wish to change the dates of your booking to a later date following the government guidance of 10 days in isolation and assuming you show no further signs or symptoms of COVID-19 and can produce a negative test.

**January 2021**