**Devizes Tennis Club October Half Term 2020 Tennis Holiday Camp Booking Terms and Conditions**

When you book with Devizes Tennis Club Holiday Camp (DTCHC), these Terms and Conditions define the agreement between us and let you know what to expect from DTCHC and what we expect from you. If you have any questions about our Terms and Conditions, please contact Jonnie Crowley, Club Coach and Camp Manager | Email: jonnie\_c@hotmail.com | Tel: 07715 635 213

**1. Bookings**

Bookings made online will be confirmed by email. A booking is confirmed when we receive the appropriate booking form and payment and receipt of these constitutes acceptance of these terms and conditions.

**2. Payments**

DTCHC accept payment by Bank Transfer, Cheque and Cash. We regret that we do not accept payment by Credit or Debit Card, PayPal or Childcare Vouchers. All bookings must be paid in full within 7 days of booking or your children will not be able to attend camp. In the unlikely event that you have payments outstanding after your child has attended camp, these will be passed to a debt recovery agency.

**3. Changing your booking**

You can move your dates within the same holiday period, subject to availability, free of any Admin Fees, provided you do so more than 7 days from first camp date.

**4. Cancellations**

If you give us at least 7 days’ notice before the camp date(s) you would like to cancel, we will refund all monies paid, minus a £5 admin fee per child. If you give us less than 7 days’ notice before the date(s) you would like to cancel, no refund is available, unless your child is unable to attend camp due to illness or injury. Please allow 10 working days to process refunds.

**5. Extended Care**

Core camp hours are 10am-3pm. Early drop-offs between 8am and 10am, and late pick-ups between 3pm and 6pm may be possible, please state your requirements at the time of booking.

**6. Your child’s information**

It is the responsibility of the person making the booking to ensure that all details provided are accurate, in particular full information about each child, including medical and other special educational needs, and emergency contact information. If we do not have all this information before camp starts, your children will not be allowed on camp.

**7. Special requirements**

DTCHC recognises that the needs of individual children vary, and will endeavour to accommodate children with specific needs and/or medical conditions within the camp environment. It is our policy not to exclude any child due to specific needs and/or medical conditions wherever possible. It is the responsibility of the parent/carer to inform us of any medical conditions and special educational needs or disabilities, whether booking online or over the phone, so we can discuss how best to accommodate the child, and consider whether any reasonable adjustments can be made to ensure they are able to fully participate and enjoy the activities on camp within the staffing ratios provided for their age group.

**8. Illness and First Aid**

DTCHC requires 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. DTCHC will only administer medication if it has been prescribed by a doctor or other health professional. In the event of an accident, first aid will be administered to children in our care, and the emergency services will be called if necessary. Essential prescribed medication including Epipens must be handed in to the Camp Manager for safe-keeping.

**9. Child Exclusion**

DTCHC has a responsibility for ensuring the well-being and safety of all children in our care and have approved procedures for managing behaviour.  The company follows a zero tolerance policy on discrimination, bullying and persistent poor behaviour of any kind, irrespective of any special needs. On rare occasions, and in more serious cases, we reserve the right to ask parents to remove children from camp either for the remainder of the day (part exclusion), or for the rest of the season (full exclusion). No refund will be made for any remaining days booked, and any costs associated with the exclusion will be the parents’ responsibility. We reserve the right to exclude a child at any time prior to or during a session due to illness. The parent/carer will be expected to come and collect their child.

**10. Late Pick-Up**

All children MUST be collected by 3pm or 6pm (if extended hours have been booked and paid for in advance) (unless timings are otherwise specified at time of booking). If for any reason you are unable to collect by 3pm/6pm, we ask that you call the Camp Manager as soon as possible. You will be charged a late pick-up fee of £5 for every 15 minutes after 3pm/6pm to cover the additional staffing cost. If we have no contact from a parent/guardian by 3.30pm/6.30pm, we will contact Social Services to advise them we have an uncollected child. We reserve the right to refuse future bookings from parents who continually pick up late.

**11. Notice of Absence**

If a child is not attending a scheduled day on camp, parents/carers must telephone the Camp Manager to allow us to update records.

**12. Personal Property**

All your child’s personal property is your responsibility and DTCHC is not liable for any lost or damaged property on camp. If you believe that your child has left an item on camp, please contact the Camp Manager who will do their best to assist you. Lost property will remain in the Clubhouse at Devizes Tennis Club.

**13. Mobile Phones and Electronic Devices**

All mobile phones and electrical devices are prohibited on camp. If found, children will be asked to place the device in the Camp Manager’s box which will be locked and secured at all times. The device will be returned to the authorised parent/carer at the end of the session.

**14. Insurance**

All children in our care are covered by our Public Liability Insurance.

**15. Photography / Filming**

Please be aware that DTCHC occasionally take photographs/video footage of children on camp for promotional reasons. As part of the booking process you will be asked whether or not you are happy for your child to be photographed.

**16. Parent Feedback / Complaints**

If you have concerns or suggestions, please tell us; we value your feedback and use it to develop and improve our services. If you have a concern regarding camp, this should be raised with Jonnie Crowley, Club Coach and Camp Manager.

**17. Safeguarding**

DTCHC has legal obligations in relation to safeguarding and any suggestion of child abuse or neglect will be investigated and reported to the relevant local authorities and agencies.

**18. Data Protection**

To process your booking, we need to collect personal details about you and your children. We will treat it as confidential and keep it secure, complying with all relevant UK legislation. We will use your email address and telephone number to contact you with information that relates to any bookings that you make and any information that we might need that relates to the welfare of your child. We would also like to use some of your details to tell you about our products and services, and will ask for your consent during the registration / booking process. You may unsubscribe at any time.