

Terms and Conditions

When you submit your registration form and payment for our holiday camp you enter into an agreement with Wigwam Forest School. That agreement is based upon your agreement and consent to our booking conditions (see below), our privacy statement, our policies and procedures and your responsibilities under our Covid – 19 risk assessment and government guidelines. All of these documents are available to view on our website www.wigwamforest.weebly.com under the Holiday Camp drop down tab.

Your expectations for Wigwam Forest School should be very high, and we'll always aim to exceed them. However, if things go wrong for any reason, we'll work hard to put them right - quickly and effectively. No literature is as effective as a good, open and honest relationship - that's what we want with you.

1. Payment - Payment confirms that everyone named on Wigwam Forest Schools Holiday Registration form accepts these booking conditions. Payment and Registration Forms are due two weeks prior to the first day of camp. If payments and registration forms are not made/completed by this date, we may cancel the booking. Bookings made after the due dates must be paid in full and registration forms completed and returned at the time of booking.

2. Confirmation - Your invoice confirms what you have booked. Please check it, including dates, location and child details. Responsibility for all booking details lies with the person who made the booking. If your invoice is not what you expected please tell us within 2 working days, we'll change it if we can, or refund you if we can't. After 2 working days our normal cancellation and booking amendment terms will apply.

3. Offers – Presently, we are offering a discount of 5% per child per day if booking a sibling or with another family from your child's school bubble, the discount applies to all of these children.

4. Changing Weeks/Days - We can change your dates providing we have spaces and you request your change at least 10 working days before your child's first day at camp.

6. Cancellations and Curtailment – Bookings may be cancelled or altered until two weeks before the start of the camp for a full refund. Between two weeks and one week before the start of a holiday camp, subject to availability you may change your booking and will receive a credit note for that current season. From one week before the start of a holiday, and during the week of the camp, no refunds or credits will be allowed.

7. Sickness – **Wigwam Forest School Ltd and all people using this service are required by law not to attend this provision if they, anyone in their household or anyone they have had contact with presents with any covid 19 symptoms or has done so within two weeks of the start date. If you, your children or anyone your child has had contact with present with symptoms within two weeks of leaving Wigwam Forest School Ltd you are required to isolate and to inform us using the contact**

details available on the website. If your child is sick and does not attend, to the best of our ability we will offer an alternative day, failing this you will still need to pay for the session, alternatively we will honor a credit note for future provision. Any children presenting with Sickness and diarrhea must not attend wigwam until 48 hours after the last occurrence.

7. Photography/Video footage Data Use – Our registration form has an opt in option for you to provide Wigwam Forest School with permission to take and use photographs and video footage, for use in training and marketing. If you opt in to this agreement we may include photos/videos of your child on our website, facebook page, twitter and/or newspaper, rest assured we do not include the names of children on any of our publications. Our Privacy statement and Data Protection Policy outline how your data is stored.

8. Health and Safety - In order to maintain appropriate standards of health and safety, children with certain medical or physical conditions or those who cannot demonstrate the required skill or competence may not be allowed to participate in some activities. In such cases we will provide alternative activities if reasonably practicable to do so. During Covid – 19 regrettably we are unable to accept bookings for children or children from households with Vulnerable people. Wigwam is deemed to be a recreational provision and thus the risks outweigh the benefits for these groups.

9. Your Child's Information - At the time of booking full and accurate information about the child's DOB, medical, physical or behavioural matters, or any other additional needs must be provided. Failure to do so may result in the child being excluded from certain activities. In some circumstances we may have to cancel the booking and no refund will be paid. All information given will be treated in complete confidence.

10. Child Protection – Wigwam staff have a duty to respond if they suspect a child may be suffering from or makes a disclosure about abuse. In this event staff will contact the relevant local authority and act on their advice.

11. Staff Ratio – Wigwam's ratio of staff to children exceeds all statutory requirements. The actual ratio varies between activities, age groups and camps. Wigwam does not offer any higher staff:child ratio than 1:8, irrespective of any child's specific needs.

12. Liability and Personal Property – Wigwam 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 servants, in this event our liability insurance provides cover of up to £3 million through SAUA. Wigwam will not take responsibility for the loss or damage of any items of personal property brought onto the camp. Our Parent Guide contains further information about what should/not be brought to camp (including mobile phones) and details our Lost Property Policy.

13. Exclusions – Wigwam reserves the right to exclude any child for any reason at its absolute discretion, including persistent late collection or challenging behavior, (see full behavior policy). No refund will be made for days missed and no compensation

will be made for any other costs or losses incurred as a result. **In addition any child or staff member presenting any symptoms of Covid-19 will be separated from the group and required to leave with immediate effect. The remaining programme will be cancelled in accordance with government legislation and procedures regarding contact with systematic others followed.**

14. Programme and Activities - From time to time we may need to amend our activities, services, dates and venues for reasons within or outside our control. In these circumstances parents may choose to transfer to another Wigwam site and/or alternative dates as advertised. Under no circumstances will there be a refund or compensation.

15. Surcharge – Wigwam reserves the right to surcharge published prices if there is an increase in the rate of VAT above 20% prior to the commencement of the holiday.

16. Policies and Procedures - Copies of Wigwam's policies and procedures are on our website. Hard copies are available on request.

17. Complaints – Wigwam is dedicated to ensuring every child has such a fantastic experience with us that they can't wait to come back. However, if you or your child are not entirely satisfied with the service we provide, then we want to be the first to know. If there's a problem while your child is still at the camp we can almost always resolve it. If we hear of a problem after a child has left camp we will take great care to look into the matter. We cannot change the situation after the event, so please talk to the Team Leader promptly if you have any complaint. If your child is still at camp and the problem persists please contact our Central Office Team. If the problem is still not resolved, please write to our Central Office within 10 days of your child's last day with us. You can be assured that your complaint will be taken very seriously. In the unlikely event your complaint is still unresolved, you may wish to contact Ofsted on 0300 123 1231 or write to Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD. Refunds and compensation will only be made if Wigwam is proven to have been in breach of these terms and conditions, and it is proven further that they were not capable of remedying that breach and as a result the child was withdrawn from the camp. Please note: verbal or physical abuse of camp staff or other service users will not be tolerated and bookings cancelled with immediate effect.

18. Data Protection - Wigwam acts as a Data Controller for the purposes of the GDPR. It is your responsibility to ensure that you have permission to pass on these details. Additionally, we would like to hold and use some of your details for future marketing purposes (full details of how we may use your data are available in our Privacy Policy); we will ask for your consent to this when you register your details with us.