

Churcher's College Terms & Conditions

1. Bookings

Bookings are accepted on a first-come, first served basis and must be accompanied by full payment of the course fee. Any bookings received without payment will not be deemed valid until payment is received in full.

2. Payment

Payment is made at the time of booking online via Wisepay, or by other means if agreed in advance.

3. Cancellation by Churcher's College

Should it be necessary for Churcher's College to cancel a course, you will be offered a full refund. For matters within our control, we will give one week's notice of cancellation.

4. Cancellation by Parent/Guardian and Refund Policy

Churcher's College will issue a refund for course cancellations based on the following:

Cancellations (including sickness):

- 15 or more working days before the child is due to attend: 100% refund
- 8 to 14 working days before child is due to attend: 50% refund
- 0 to 7 working days before child is due to attend: 0% refund

5. Returned Payments

Payments returned by the bank are subject to bank charges. Any bank charges incurred by Churcher's College as a result of returned payments must be paid in full by the customer, in addition to the original booking fee.

6. Lost Property

Please ensure children do not bring valuable belongings with them. Churcher's College cannot accept liability for lost, stolen or damaged items. Please ensure clothing and other belongings are clearly labelled with the child's name to help us return unclaimed items. Lost property will be kept at Churcher's College office for a period of three weeks after the end of the course. If items are still unclaimed after this period, Churcher's College will dispose of them.

7. Parking

Churcher's College accepts no responsibility for vehicles left on site. Vehicles are left on site entirely at the owner's risk.

8. Photography

From time to time we take photographs at our courses that may be used for marketing and promotional purposes. If you would rather your child was not included in any photographs, we must be informed either at the time of booking or in writing before the start of the course.

The use of camera, mobile phone or video photography/filming by parents/guardians is strictly prohibited at all times. Anyone found to be taking footage of any kind will be asked to delete it immediately and may be asked to leave the school premises.

9. GDPR

Churcher's College booking process will require personal data to be entered with the WisePay portal. This process is subject to the WisePay terms and conditions and within the scope of their Privacy Policy. You will be required to give your consent that this data can be processed by WisePay accepting that for the purposes of the Data Protection Law, Churcher's College are the data controller.

17. Changes to Terms and Conditions

Terms and Conditions are correct at the time of publication/issue and are subject to change without prior notice.

Wigwam Forest School Terms & Conditions

Thank you for booking "Wigwam at Churchers". This document forms an agreement between us, based upon our booking conditions (in conjunction with Churchers Junior School, please see their Terms & Conditions concerning booking) and other information such as our Parent Guide, kit list, policies and procedures and FAQs.

We aim to go above and beyond any expectations you may have of "Wigwam at Churchers" (here after know as Wigwam) but if things go wrong for any reason, we will work hard to put them right to the best of our ability.

1. Staff Ratio

Our ratio of staff to children exceeds all statutory requirements. The actual ratio differs, depending on the activity, age groups and sites. Wigwam does not offer any higher staff:child ratio than 1:8, irrespective of any child's specific needs.

2. Health and Safety

In order to keep in line with health and safety standards, children with certain additional needs – medical or physical or those who do not have the appropriate skill base, may not be allowed to participate in some activities. In such cases we will always provide alternative activities.

3. Child Protection

We take safeguarding very seriously and if Wigwam staff suspect that a child may be suffering from or makes a disclosure about abuse, then we have a duty to respond and act appropriately. Wigwam will contact the relevant local authority and act on their advice.

4. Your Child's Information

Full and exact information about the child's DOB, medical, physical or behavioural matters, or any other additional needs must be provided at the time of booking. All information will be treated in total confidence but if we do not have a complete picture of the child, it may result in them being excluded from certain activities. If necessary, we may have to cancel the booking and no refund will be paid.

4. Data Protection

Wigwam acts in compliance with GDPR. As part of your booking process via the Churcher's WisePay portal, you agree to share your personal details about you and your child with Wigwam. 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.

5. Photography/Video footage

We may take photographs and video footage at camp to use for training and promotional purposes, this includes using photos of your child on our website, Churcher's College website and on our Facebook page. However, we are unable to do so unless you give us permission via the registration form before your child begins at camp.

6. Programme and Activities

Occasionally, we may need to change our activities, services, dates and venues for reasons within or outside our control. If this happens, 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.

7. Exclusions

Wigwam reserves the right to exclude any child for any reason at its absolute discretion, including continual late collection or challenging behaviour, (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.

8. 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 £10 million through Morton Michel Insurers. 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.

9. Surcharge

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

11.. Complaints

Wigwam is dedicated to ensuring every child has a fantastic time with us. However, if you or your child are not totally happy with Wigwam, then please, do inform us as soon as possible. If there's a problem while your child is still attending camp, we can almost always settle the issue. If we hear of a problem post camp, we will also do our utmost to resolve the matter. If the problem persists and does not appear to be resolved, please write to our Central Office within 10 days of your child's last day with us. Wigwam can guarantee you that your complaint will be taken extremely 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. Any refund or compensation will only be made if it is proven that Wigwam has been in breach of these terms and conditions, and it is proven, in addition to this, that they were not capable of remedying that breach and as a result the child was removed from the camp. Please note: verbal or physical abuse of office, camp staff or other service users will not be tolerated and bookings cancelled with immediate effect.

12. Policies and Procedures

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