



TERMS & CONDITIONS – SUMMER ACTIVITY CAMPS

VENTUREDAYS IS A TRADING NAME OF ADVENTURE LIFESIGNS LIMITED

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. We are unable to reserve places or accept telephone bookings.

We require all places on Adventure Lifesigns (ALS) programmes to be booked prior to the course commencing, to ensure correct staff-to-children ratios are met. Registration on the day may be accepted depending on the availability of places, but we cannot guarantee a place so please have alternative arrangements ready.

2. Payment

ALS accepts the following forms of payment: selected childcare vouchers, cheque, postal order and credit or debit cards. Cash payment will only be accepted for on-the-day bookings. ALS can accept payment by debit or credit card through our online booking system as well as by telephone. ALS will not accept post-dated cheques.

3. Cancellation of course by ALS

Should it be necessary for ALS to cancel a course, you will be offered a full refund or a place on the same or similar course at a later date.

4. Cancellation and refund policy

ALS does not issue cash refunds for any reason. A credit note may be issued in the event of injury or illness if three or more sessions/days are missed. A medical certificate may be required.

5. Returned payments

Payments returned by the bank are subject to bank charges. Any bank charges incurred by

ALS as a result of returned payments must be paid in full by the customer, in addition to the original booking fee. ALS does not accept any liability for bank charges you may incur if a post-dated cheque is processed. Due to the high volume of payments received, the responsibility rests firmly with the customer to ensure all payments are valid at the time of booking.

6. Late collection fee

ALS reserves the right to charge additional fees for late collection of children at a rate of £5.00 per child for every period of 15 minutes that elapses after the appointed collection time.

7. Arrival

Parents/guardians should ensure children arrive no earlier than 15 minutes before the designated start time for the day/session. We are unable to take responsibility for children who arrive earlier.

8. Departure

Parents/guardians should arrive at least five minutes before the designated end time for the day/session. No child will be able to leave the premises without a parent/guardian unless written notification is received before the start of course detailing suitable alternative arrangements.

9. Behavioural standards and exclusion

ALS expects all children to behave at all times in a manner that is acceptable to both fellow children and ALS staff. ALS reserves the right to exclude a child from the course where he/she fails to maintain the required standard. Such failure shall include, but not be limited to, racial, sexual, verbal or physical bullying of a fellow child or member of staff.



Transportation of the child home will be the responsibility of the parent/guardian, and no refund or credit will be issued.

10. Medical information

ALS staff are permitted to administer EpiPens in an emergency, providing that we receive written permission from the parent/guardian. The parent/guardian must state in the letter that permission is granted to administer an EpiPen in an emergency.

The parent/guardian must state on the booking form any medical condition or allergies their child has, or any relevant background information that ALS staff need to be aware of while their child is attending an ALS course. The parent/guardian must give written consent for the administration by ALS staff of prescribed medication.

11. Child protection

ALS staff have a duty to act if they suspect a child in their care may be suffering from abuse or if a child makes a disclosure about abuse. In such an event, the member of staff will follow the Child Protection Policy as detailed in our policies and procedures.

12. Lost property

Please ensure children do not bring valuable toys or belongings when attending ALS courses. ALS 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 the ALS office for a period of four weeks after the end of the course. If items are still unclaimed after this period, ALS will distribute them to local charities.

13. Photography

From time to time we take photographs of 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 in writing before the start of the course.

14. Liability

ALS does not accept liability for sickness, personal injury or death of any participants unless directly caused by the proven negligence of the company or its staff whilst attending any ALS programme.

15. Insurance

Participants are covered by our Public Liability Insurance.

16. Complaints

ALS is fully committed to delivering the highest standards of teaching and childcare to the community. We aim to ensure every child has a fantastic experience of any ALS course and they cannot wait to come back. If you or your child are not entirely satisfied with the service we provide, we would like to hear about it. If we are aware of any problem while your child is still attending a course, we can aim to resolve this at an early stage. You can be assured that any complaint will be taken very seriously. In the first instance, the complaint should be made to the programme manager, who will look into the matter. If you feel the response to the complaint is not acceptable or you would like to take the grievance further, the complaint should be made in writing within two weeks and addressed to:

The Managing Director, Adventure Lifesigns.
The Granary, Shoelands Farm, Puttenham,
Surrey. GU10 1HL.

17. Changes of Terms and Conditions

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

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