KING EDWARD'S SCHOOL

Title: KES Holiday Camps – Terms & Conditions

Status:	Approved
Approved by:	Tracy Vaid
Current Author:	Naomi Bateson
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Application:	Public
Responsibility:	Commercial Manager

PARENT AGREEMENT - TERMS & CONDITIONS

KES Adventures – Holiday Camps are operated by King Edward's School and is referred to as "KES Camps" for the purpose of this document.

Booking and payments:

- All bookings for KES Camps must be made through Magic Booking here: https://kesbath.magicbooking.co.uk
- Payments must be made by either credit or debit card at the time of booking, or via Childcare Vouchers / Gov Tax Free Childcare Scheme with an agreed payment schedule of no more than 7 days. No holiday camp booking is confirmed until we receive full payment.
- KES Camps does not accept payments in arrears or via other standing order arrangements.
- Upon booking, all parent/guardian contact information and child information requested must be provided accurately. This allows us to provide the best care to your child and contact you while your child is at camp should an emergency require it.

Late booking fees:

Bookings made within 24 hours of a camp/club taking place must be made directly by

contacting holidayclubs@kesbath.com, and may be subject to a late booking fee of £5 per child.

Discounts and discount codes:

Any discounts must be applied at the point of payment. Discounts will not be considered retrospectively. Only one discount can be applied per booking and cannot be used in conjunction with any other discount or promotion.

Waiting lists:

If the club you require is fully booked, you will be placed on a waiting list and in the event of any cancellations we will attempt to contact you and book your child on to the camp.

Collecting Your Child:

Children can only be collected by an adult over the age of 16 who has been authorised to collect them which is done by the parent adding collectors on their account as a collector. A collection password may be enforced if the staff member signing out the child does not recognise the parent.

Late collection fees:

- Last collection time for a ***Standard Day*** is strictly 4.15pm
- ***Fees***: Standard Day - you will be charged £5 for the first 15 minutes of any late pick up past 4.15pm and a further £5 for each 15 minutes thereafter

- Last collection time for an ***Extended Day*** is strictly 5.00pm
- ***Fees***: Extended Day - you will be charged £10 for the first 15 minutes of any late pick up past 5.00pm and a further £10 for each 15 minutes thereafter

Uncollected Children Policy:

KES Camps Uncollected Children Policy If a child is not collected within 30 minutes of the agreed time:

- Contact the parents/guardians
- If unreachable, contact emergency contacts
- If still uncollected after 1 hour, inform the local authorities
- Document the incident

Cancellation charges and amendments:

- For a full refund, cancellations must be made a minimum of two weeks before the club taking place.
- Within two weeks, unfortunately no refunds will be made as we will have staffing and child groups in place.
- If possible, KES Camps will swap to another session in the same week, *subject to availability*.
- Where refunds are applicable, refunds will ordinarily be credited back to your Magic Booking account. Refunds may alternatively be transferred to a nominated bank account.
- You must make cancellations via your Magic Booking account.
- Amendment requests must be made in writing to holidayclubs@kesbath.com (i.e. swapping days within 2 weeks of session).

Maintaining up-to-date information:

You have a responsibility to maintain accurate records of your child on the Magic Booking platform.

You must ensure that we are kept updated with any changes to personal information, such as: contact details, permissions to collect, medical requirements.

Activity Disclaimer:

Children may participate in various activities, including body zorbing. We strive to ensure that all activities are conducted in a safe environment. However, it is important to acknowledge that there may be instances where injuries occur.

We will provide safety briefings, and staff will always be present to supervise the activities. Despite these precautions, we cannot be held liable for any injuries that may occur.

Exclusion:

KES Camps reserves the right to exclude or refuse any person without notice, if we consider that their presence compromises the good atmosphere of the club. Transport home will be the responsibility of the parent, and no refund/credit will be available.

Forced Closures:

If KES Camps is forced to close due to an external factor such as bad weather, infectious or contagious disease outbreak, power cut, Teacher Strikes or other industrial action, by order of Local Authority or Environmental Health, customers will still be liable for fees incurred during the entire period of closure.

Schedule Changes:

KES Camps/clubs may need to amend activity programmes, schedules, services, dates, times, and/or venues on occasions that may be out of our control. This will be without refund or compensation to the customer.

Photography:

KES Camps will occasionally arrange for photographs and videos to be taken of children at our venue to be used for marketing and promotional purposes, including on social media. If you would rather your child was not included in any photographs, please ensure your child's details are up to date on the Magic Booking platform.

Complaints Policy:

Introduction: We are committed to providing a safe, enjoyable, and enriching experience for all participants. We value feedback and take complaints seriously to ensure continuous improvement.

Scope: This policy applies to all participants, parents, guardians, and staff involved in the summer camp activities.

How to Make a Complaint:

- ***Informal Complaints:*** If you have a minor concern, please speak directly with the camp staff or activity leader. We aim to resolve issues quickly and informally.
- ***Formal Complaints:*** For more serious concerns, please submit a written complaint to the camp director. This can be done via email or a written letter.

Complaint Handling Procedure:

- ***Acknowledgment:*** We will acknowledge receipt of your complaint within 2 working days.
- ***Investigation:*** The camp director will investigate the complaint, which may involve speaking with relevant staff and reviewing any necessary documentation.
- ***Resolution:*** We aim to resolve complaints within 10 working days. You will be informed of the outcome and any actions taken.

Appeals: If you are not satisfied with the resolution, you may appeal the decision. Please submit your appeal in writing to the camp director within 5 working days of receiving the resolution.

Confidentiality: All complaints will be handled confidentially, and information will only be shared with those directly involved in the investigation and resolution process.

Monitoring & Review: We will regularly review complaints to identify any trends and areas for improvement. This policy will be reviewed annually to ensure its effectiveness.

Contact Information:
Naomi Bateson (Commercial Manager)
Email: n.bateson@kesbath.com
Phone: 01225 464313 Ext: 207

Liability:

KES Camps does not accept liability for personal injury or death of any participants unless directly caused by the proven negligence of the company or its servants.

KES Camps take no responsibility for any items that are lost/stolen or damaged at the club.

Lost Property:

On request, KES Camps will endeavour to return items that can be identified. Postage costs of lost property are the responsibility of the parent and are carried out by request and via prepaid postage only. Lost property will be distributed to local charities two weeks after the school holiday.

Abuse of staff:

The threat or use of physical violence, verbal abuse, intimidation or harassment towards our staff is likely to result in a termination of all direct contact. Such incidents may be reported to the police, and this will always be the case if physical violence is used or threatened.

Health & Safety:

We are committed to providing a safe and healthy environment for all children and staff. Regular risk assessments are conducted, and safety measures are implemented to prevent accidents and injuries.

Risk Assessment Policy:

Regular risk assessments are conducted for all activities and outings to identify potential hazards and implement control measures. All staff are trained in risk assessment procedures.

Safe Recruitment Policy:

We follow a strict recruitment process to ensure the safety of all children. This includes background checks, references, and interviews to verify the suitability of all staff members.

SEND:

King Edward's School/KES Camps welcomes all children regardless of any special educational needs, disability, or behavioural difficulties to attend and fully participate in our camps.

The Camp Manager is the nominated person responsible for special educational needs and disabilities at our camps. We make our facilities and settings as accessible as we possibly can, with consideration to the different activities that we offer to make all activities available to every child within their specific age groups. Each child identified with special educational needs and/or disabilities will have his or her needs met where practically possible.

We are more than happy for any child to attend King Edward's School/KES Camps. We cannot however offer 1:1 supervision. We provide staffing to meet the current ratios for Under 8's as 1:8 and Over 8's as 1:12. Any child who needs 1:1 supervision is still welcome to attend our camps, on condition that they bring along their own carer. That carer must undergo our internal vetting checks and must already have a current and clear Disclosure Baring Service (DBS) check registered to the update service, and our HR team and camp management will require a copy of that certificate prior to the child's commencement at camp. As these internal checks can take a while, we require a minimum of 5 weeks' notice to carry out our vetting and compliance checks. If the checks are not completed in time, we unfortunately cannot allow your child to attend with that 1:1 carer.

Safeguarding:

KES Camps have a duty to always consider the best interests of children and take action to enable all children to achieve the best outcomes. Safeguarding and promoting the welfare of children is everyone's responsibility. King Edward's School/KES Camps adopts a 'whole school' approach to safeguarding, ensuring safeguarding and child protection are at the forefront and underpin all relevant aspects of process and policy development.

King Edward's School/KES Camps fully recognises its responsibilities for safeguarding children from risk of/or actual abuse. In order to protect children, King Edward's School/KES Camps are committed to undertaking all reasonable measures to safeguard and promote the welfare of each child in its care.

The school Governing Board recognises its responsibility to ensure that the policies, procedures and training at King Edward's School/KES Camps are effective and comply with the law at all times. Parents are encouraged to raise any concerns directly with the KES Camp DSL, if necessary, using this safeguarding policy for concerns about the safety and/or welfare of children.

The full King Edward's school safeguarding and child protection document can be viewed here: King Edward's School Child Protection Policy.

Safeguarding allegations are taken seriously and will be dealt with as a matter of urgency. Any safeguarding records will be held on our systems in line with UK government guidance.

Medication:

King Edward's School/KES Camp staff will not administer medicine for your child unless you have completed the Magic Booking medication form. King Edward's School/KES Camps staff will under no circumstances administer controlled drugs, therefore accommodations for this must be made prior to your child attending camp. Medicines must be in the original container

as dispensed by the pharmacy and clearly labelled with your child's full name and dosage information.

Please note: If the above is not in place, your child will not be able to receive medication from our staff.

KES Data Protection:

KES Camps collect personal details for you and your child to register and enable us to process your booking. If you have provided consent, KES Camps may hold your details and make contact in future for marketing purposes. Please update your marketing preferences on Magic Booking if you do not want to receive marketing communication from KES Camps or King Edward's School, Bath.

Our further reaching Policies and Procedures document is available online at https://www.kesbath.com/reports-and-policies.

Equal Opportunities:

Promoting equal opportunities and the importance of valuing and respecting others is fundamental to the aims and ethos of KES Camps. We are committed to equal treatment for all Staff and children regardless of their race or colour, nationality or national or ethnic origins, religion or belief, sex, sexual orientation, pregnancy or maternity, marital or civil partnership status, gender reassignment, age, and disability (together known as "Protected Characteristics").

Ofsted Exempt Policy/Statement:

KES Camps operates as a holiday club and is exempt from Ofsted registration. We adhere to all relevant safety and welfare standards in line with Ofsted requirements to ensure a safe environment for all children.