



## **Terms and Conditions**

At Kamparoo, we are committed to delivering a high-quality experience and consistently strive to surpass your expectations. Should anything go awry, we will take prompt action to address and resolve the issue.

### **Acceptance of Terms**

By making a booking with Kamparoo, you agree to the terms and conditions outlined here, which will take precedence over any other terms or conditions presented by Kamparoo at the time of booking. These terms are effective from the moment your booking is made.

### **Booking and Payment**

Once payment is processed, you will receive a confirmation of your booking. Please verify the dates and location to ensure all details are correct. The individual making the booking assumes full responsibility for it.

If you notice discrepancies in your booking or if the details are not as expected, please contact us as soon as possible. We will do our best to accommodate changes, such as adjusting the dates or correcting your child's details. Any change requests must be submitted in writing at least 24 hours before your child's camp start date and will be subject to availability. Any price difference due to changes will need to be covered by you.

Failure to notify us of any required changes within 7 days may result in cancellation fees, and we will not be able to accommodate late changes.

All bookings must be completed using our online booking form unless otherwise agreed.

If you do not receive your booking confirmation email within 48 hours of payment, please contact Kamparoo using the details provided on our website.

Please note, receiving a booking email from Kamparoo does not mean your booking is confirmed. Confirmation occurs only once full payment is processed.

If you have booked a full-week camp with a discount applied, we cannot offer refunds or credits for missed individual days, nor can we reschedule individual sessions to another week.

Payment is required in full for any camp day, even if your child is unable to attend the entire day.

Should any outstanding balance for Kamparoo services remain, we reserve the right to cancel future bookings.

Contact information for Kamparoo is available on the website.

Refunds will be processed within 10 working days.

**Consumer Rights:** As you are booking a service with fixed dates, the 14-day cooling-off period does not apply. However, if the confirmation details differ from what you expected, please let us know within 48 hours.

## Cancellations

All cancellations must be made in writing and are subject to the following terms:

- Cancellations made up to 24 hours before the start of your booking will receive a full credit for future bookings with Kamparoo.
- No credit will be issued for cancellations made after 24 hours.
- Credits must be used within 12 months from the cancellation date and cannot be refunded.
- Missed days are not eligible for credit or refund. Credits can only be used to book future Kamparoo services.
- No credit will be provided for cancellations made within 24 hours due to staffing arrangements based on child-to-staff ratios.

**Consumer Rights:** As you are booking a service with specified dates, the 14-day cooling-off period does not apply. However, if the confirmation is not as expected, please inform us as soon as possible.

Refunds will be processed within 10 working days.

## Offers and Discounts

Our pricing structure typically rewards early bookings with better pricing. Occasionally, special offers may make prices lower than the standard rate.

You will always receive the best available price at the time of booking.

Discounts cannot be combined and must be applied during the booking process.

Promotions end at midnight on the specified day.

All pricing and offers are detailed on the website and in any promotional materials. In case of discrepancies between promotional material and the website, the website's details will take precedence.

## **Late Collection and Fees**

It is your responsibility to collect your child promptly at the designated time. If you anticipate being late after 5:30 PM, please notify the Camp Manager immediately.

If no contact has been made by 6:15 PM, Kamparoo will contact social services for assistance with an uncollected child. Repeated late collections may result in the refusal of future bookings.

A late collection fee of £10 per child will automatically be charged if your child is collected after 5:45 PM. If payment is not received, future bookings may be canceled.

## **Programme and Activities**

We may occasionally need to modify the schedule, activities, or location for reasons beyond our control. Timetables are provided as guides and may change.

In exceptional cases, we may cancel certain dates or programs. We will offer alternatives when possible or refund the full amount for the canceled dates.

If enrollments drop below 10, Kamparoo may cancel/edit the day's program and offer either a full refund or an alternative date.

Credits can only be used for future bookings.

Not all activities depicted on our website or in promotional materials are available every week or day.

## **Force Majeure**

Kamparoo will not be liable for delays or service failures due to events outside of our control, including but not limited to natural disasters, health crises, or other unforeseen events.

## **Photography and Filming**

If you do not wish your child to be photographed or filmed, please inform us in advance via the Essential Information Form. Staff will notify you if filming is scheduled, and you may opt-out.

From time to time, we may post images to our social media platforms; however, we cannot guarantee your child will be featured.

## **Information**

It is essential that you provide accurate information when making a booking, including medical conditions, allergies, and any other relevant details about your child.

Failure to provide full and accurate information may result in the exclusion of your child from camp, with no refund issued unless otherwise agreed.

You must update Kamparoo immediately if your child's medical condition changes. If a child becomes ill while at camp, we reserve the right to ask you to collect them.

## **Special Requirements**

We aim to accommodate children with medical conditions or specific needs, but all decisions will be made on a case-by-case basis.

Kamparoo does not provide additional staff for one-to-one support beyond the standard child-to-staff ratio. Parents/carers may attend camp to assist their child, provided they meet our recruitment standards.

We will evaluate all cases individually and may ask parents to collect their child if they are unable to manage within the staff ratios.

## **Personal Property**

Kamparoo does not accept responsibility for personal belongings that are lost or damaged. Mobile phones, tablets, and other similar items are not permitted at camp. If found, they will be confiscated.

Unclaimed lost property will be donated to charity ten days after the camp season ends.

## **Complaints Procedure**

If you have concerns, please speak with a staff member at the camp, or contact Hector directly using the contact details on the website. All complaints will be addressed within 24 hours.

## **Liability**

Kamparoo will take reasonable steps to avoid injury, but certain activities carry inherent risks. Kamparoo accepts no liability for injuries or death unless caused by proven negligence.

Kamparoo's public liability insurance covers up to £5 million.

## **Alteration of Terms**

Kamparoo reserves the right to amend these terms and conditions at any time.

## **Policies and Procedures**

Kamparoo's full policies and procedures are available online and on-site.

## **Illness and First Aid**

Children with contagious illnesses must remain at home and stay home for 48 hours after symptoms end. Kamparoo will only administer prescribed medication.

In emergencies, first aid will be provided, and emergency services will be contacted if necessary. Essential prescribed medications must be handed to the Camp Manager.

## **Insurance**

All children in our care are covered by our public liability insurance.

## **Safeguarding**

Kamparoo takes child safeguarding seriously. Any suspicion of abuse or neglect will be reported to the relevant authorities.

The Designated Safeguarding Lead (DSL) is the Early Years Manager. For any safeguarding concerns, contact Hector.

## **Data Protection**

We collect and process your personal information in accordance with UK data protection laws. Your details will be used solely for the purposes of your booking and child's welfare.

You may unsubscribe from marketing communications at any time.

## **Surcharge**

Kamparoo may adjust prices if VAT rates increase above 20% before the camp commences.

## **Your Responsibilities**

Participants must be in good health and able to engage in activities. Failure to provide a completed Essential Information Form will result in exclusion from camp.

Children must follow staff instructions and must be fully toilet trained before attending. We reserve the right to exclude children if necessary, with no refund.