
Payment and Child care Vouchers

Full Payment must be made at the time of booking. If paying by an agreed child care voucher provider, your booking isn't confirmed until we receive the payment. Please allow up to 5 working days for Child care vouchers to reach us and use your Customer ID as a reference.

Confirmation

Once you have received your receipt (normally via email) this is confirmation of your booking. Please check all details on the invoice including date, activity, child name and notify us immediately if any details are incorrect.

Cancellations

Refunds will only be issued in the event of a camp being cancelled

Personal Property

Your personal belongings are your responsibility at all times, unless any loss or damage is due to negligence or failure in our procedure. We recommend that you take out personal effects insurance.

Lost Property

This is disposed of weekly. Valuables and small items will be kept for 4 weeks and if not claimed will be disposed of.

Photography and Video Footage

Please note that we use photos or videos taken by authorised personnel for inclusion in promotional material including our website. Please inform us on booking if you or your group do not wish your photo to be taken.

Dogs

We regret that pets other than guide dogs are not permitted on site.

Smoking, Alcohol and Drugs

In compliance with the law, smoking is not permitted in buildings, shelters, tents and activity areas. People over 18 years of age are not permitted to smoke on site other than in a designated outside area. No person will be permitted to take part in activities if in the opinion of Winchmore Camps staff that individual may be under the influence of alcohol or drugs. Consumption of alcohol on site is not permitted and young people will not be given access to alcohol during their visit.

Behaviour

Winchmore Camp requests the following regarding to behaviour and conduct.

Switch off and refrain from using during any class, any mobile phone, listening device, electronic game, or any other or similar device, and/or any device that in Winchmore Camps opinion causes or is likely to cause a disturbance to any other person or the student(s) themselves.

Refrain from using bad language and/or engaging in disruptive or abusive behaviour; and/or any behaviour which in Winchmore Camps opinion is likely to cause irritation or offence to, or to disturb, Winchmore Camps, or any other person at the Camp, or which in Winchmore Camps opinion is unacceptable.

Student/s behaviour deemed unacceptable will be given a warning, their name written on the side of the white board. If the behaviour continues the student will be requested to leave the Camp and the parent/carer will be telephoned and advised accordingly. On no occasion will a refund be given.

Customer Feedback

If you have any feedback during your visit please inform the Winchmore Camps Manager on site who will endeavour to help you. If the matter is not dealt with to your satisfaction please complete a Feedback Form which is available from the reception building. Please email this form to sue@winchmorecamps.com within 28 days of the end of your visit. Failure to follow this simple procedure may prevent a full investigation of the points that you raise. We cannot therefore accept liability for any complaint or claim that is not reported in accordance with this procedure unless the claim or complaint involves death, personal injury or illness.

Risk Assessments

Copies of our standard operating procedures and risk assessments can be made available on request.

Insurance Cover and Liability

Winchmore Camps has a £10 million public indemnity and liability insurance. Winchmore Camps does not accept liability for personal injury or loss or damage unless proven negligence of the company or their employees.

Brochure Accuracy

Every effort is made to ensure the accuracy of our promotional material. The information was correct to the best of our knowledge at time of going to press.