

By booking students on to one of our Winchmore Camp venues, you are agreeing to our terms and conditions outlined below. If you do not accept the terms and conditions below, please contact us before proceeding with your booking.

For the purposes of these terms and conditions, We/Our/Us means Winchmore Camps. We may change these terms and conditions by updating this page, we encourage you to check this page from time to time to review these terms and conditions to ensure you are happy with any changes. If you do not wish to accept these terms and conditions, please alert us immediately.

1. The spaces on our camps are on a first come first served basis.
2. Spaces are secured upon acceptance of the 15% deposit invoice.
3. Cancellation equates to giving up the deposit of 15% which is non-refundable
4. For full payments, cancellations less than 7 days before the camp start date will be non-refundable
5. All medical conditions or additional needs must be clearly stated upon booking
6. We will not be responsible for administering any medication to students
7. Students must bring a packed lunch for every day of the camp
8. The hours of the camp are between 9.30am – 3.30pm unless otherwise stated
9. Travel to and from the camp is the responsibility of the referrer and/or student parent/carer.
10. Students will not be taken into the camp before 9.30am and must be collected or leave the site at 3.30pm.
Winchmore camps and its employees will not be responsible for students outside of these times
11. We do not accept responsibility for the loss of damage to any property belonging to students.
12. We reserve the right to cancel part of/or the entire program under extenuating circumstances.
13. The use of student mobile phones is not permitted during the camp, and we encourage all valuables to be left at home.
14. Photographs and video footage may be taken and used for promotional reasons. If you do not wish images of your student to be used by us, please inform us upon booking.
15. Winchmore camps have permission to seek medical treatment in the event of an accident or sickness.
16. Information on Camp activities is given in good faith. All arrangements and activities are subject to change depending on weather conditions, program schedules and other arrangements. We reserve the right to cancel, amend or alter activities accordingly in the event of unanticipated situations.
17. Winchmore camps reserve the right to remove any child that is disruptive from the camp due to misbehaviour or whose behavior puts themselves or others at risk without a refund.
18. Breach of our Terms and Conditions will result in the cancellation of the booking. Winchmore Camps shall not be responsible for any illness, death or accident unless occasioned by the proven negligence on the part of the Directors or their employees.
19. 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.
20. In the unfortunate event that one of our camps has to be cancelled due to emergency or circumstances out of our control, we will offer placement at our camps, to be taken at a later date and no refunds will be permitted
21. If paying by an agreed childcare voucher provider, your booking is not confirmed until we receive the payment which should be made prior to the start of the camp. Please allow up to 5 working days for the Childcare vouchers to reach us and use your Customer ID as a reference.
22. Lost property is disposed of weekly. Valuables and small items will be kept for 4 weeks and if not claimed will be disposed of.
23. Pets other than guide dogs are not permitted on site.

24. 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.
25. Copies of our standard operating procedures and risk assessments can be made available on request.

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 and Complaints

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 email us at hello@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.