

# Terms & Conditions

## London Youth Woodrow High House



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### **BOOKING TERMS & CONDITIONS BETWEEN YOU (THE “CUSTOMER”) AND THE FEDERATION OF LONDON YOUTH CLUBS (“LONDON YOUTH”) IN RELATION TO WOODROW HIGH HOUSE (THE “CENTRE”)**

#### **Booking Conditions for Wild Woodrow Adventure Camps**

London Youth only accept payment in GBP - £

#### **Permission & Responsibility:**

- i. The person who made the booking accepts responsibility for checking that all the details on the consent form and left with Woodrow High House staff are correct and accurate.
- ii. I hereby give permission for my child to be placed under the supervision of Woodrow High House staff throughout the day and take part in a variety of activities.

#### **Emergency Medical Treatment:**

- i. In the event of a medical emergency, first aid will be administered where deemed necessary by Woodrow High House first aid qualified staff. Day camp bookings are subject to these booking conditions and if you do not consent to your child receiving emergency first aid treatment then we are unable to accept them to join the day camp.
- ii. In the event of a medical emergency, we will make every effort to contact Parents/Guardians before arranging medical treatment. If this is not possible, we will inform you at the earliest possible time afterwards.

#### **Behaviour:**

Children displaying inappropriate and antisocial behaviour may, as a last resort, be excluded from Day Camps without refund and parental/guardian collection can be requested at any time during the day.

#### **Loss & Damage:**

Woodrow High House does not accept responsibility for any personal possessions or clothing. Parents should ensure items are adequately labelled and covered by personal insurance. We strongly recommend mobile phones and other tech are not brought on site during the day and that clothing worn is suitable for outdoor activities.

#### **Cancellations and Refunds:**

Woodrow High house will charge for cancellations on the following basis:

##### **Notice\* Given in calendar days - Charge Incurred:**

- 5 or more days before booked date/s - 50% refund per cancelled day, per child.
- Less than 5 days before booked date/s - no refund available.

If cancellation is due to illness, a full refund may be given for cancellations with less than 24 hours' notice subject to the illness being medically certified (e.g. a GP's or Doctor's note).

**Force Majeure/Cancellation:**

Woodrow High House shall be under no liability in the event that it is unable to fulfil its obligations under this contract due to an event beyond its control, including but not limited to war, threat of war, riot, civil disobedience, government action, terrorism, natural or industrial disaster, fire, adverse weather conditions, floods or threat of flooding. Woodrow High House is under no obligation to make arrangements with other childcare providers or with parents for unlikely occasions on which we are not able to provide childcare.