
BOOKING TERMS AND 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

1. London Youth only accepts payment in GBP - £
2. All references to days in this agreement shall be taken to mean calendar days.

Confirmation of Booking and Payments

3. Your payment, in full, alongside your portal booking confirmation email, is your acceptance of these terms and conditions. Please note, any bookings not paid for in full are not confirmed bookings and therefore your space is not secured until payment is made.

Childcare Vouchers

4. If you have a childcare account, you can use these to pay for some, or all, of your Wild Woodrow Adventure Camp at Woodrow High House. At the payment stage, please enter your provider's name and child(ren's) name in the box provided. Following this, please make payment via your chosen childcare provider immediately, to confirm your booking. Failure to make payment will mean your booking is not confirmed and therefore space unsecured.

Cancellations by London Youth

5. If we are unable to operate and your booking is cancelled because of reasons within our control (e.g. site maintenance or staffing), you will be offered the choice of switching to an alternative date, subject to availability; or taking a full refund. No administration fee will be deducted in such a case. Our liability is limited to the price you paid for the session. London Youth accepts no liability for any consequential loss that you may suffer.
6. All potential refunds are subject to an authorisation process by the Head of Centre, and if approved, a subsequent administrative processing period internally.

Cancellation or amendment requested by the Customer

7. Once you have booked your Wild Woodrow Adventure Camps, you agree to check the details on the booking confirmation correspondence that you receive from London Youth. If you believe there is a mistake with your booking, you must make us aware within 24 hours so that we can endeavour to correct it for you.

8. All cancellations must be made by email to hellowoodrow@londonyouth.org and confirmed by a member of Woodrow High House.
9. If you cancel your booking, we 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.
10. You can request to change the date of your booking (subject to availability) free of charge up to 5 days before the booking date. If you wish to change your booking after that point, there is a £15 administration fee.
 11. 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).

Covid-19

12. If the Centre cancels Wild Woodrow Adventure Camps due to COVID-19, the Centre will offer the Customer the option to credit any amounts paid to a future booking. Failing agreement on those dates, London Youth will issue the Customer a refund for all amounts paid upon request.
13. If the Government guidance is that Wild Woodrow Adventure Camps (e.g., day camps and childcare provision) may go ahead (at the time the booking is due to take place) and a Customer elects to cancel their visit, London Youth's cancellation terms will exist in the normal way.
14. If you wish to cancel the booking because your child / a member of your household have contracted COVID-19, or have been required to self-isolate due to COVID-18, a full refund may be given for cancellations, subject to proof of isolation notification from the NHS Test & Trace team.

Force Majeure/Cancellation

15. Except where otherwise expressly stated in these booking conditions, London Youth 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. London Youth is under no obligation to make alternative arrangements with other childcare providers, or with parents, for occasions on which we are unable to provide childcare.

Arrival and Departure

16. Wild Woodrow Adventure Camps run from 8:45am to 5:30pm. It is the responsibility of the parent / carer to ensure the child(ren) arrive and depart on time.
17. If you are running late, please contact Woodrow High House directly so that, where possible, alternative arrangements can be put in place for staff to stay with your child onsite until collection.

Parent / Carer Collection

18. If the parent / carer has not contacted Woodrow High House to inform us you are running late, we will wait with your child and attempt to contact the emergency contact supplied at the booking stage. The child(ren) will not be allowed to leave with anyone other than the parent / carer who signed in their child(ren) on arrival, unless otherwise agreed with Woodrow High House staff at the booking stage.

Charges for Late Collection of Child(ren)

19. Parents / carers who do not collect their child(ren) on time will be charged a late fee, per child. Full payment will be required at time of collection by debit/credit card:
- Collection after 5:40pm until 6:00pm - fee £15 per child
 - Collection after 6:00pm £1 for every consecutive minute

Permissions and Responsibilities

20. The parent / carer making the booking accepts responsibility for checking that all details provided as part of the consent form, and left with Woodrow High House staff, are correct and accurate.
21. 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.

Special Requirements

22. It is the responsibility of parent / carer to inform Woodrow High House of any medical conditions or special educational needs, or disabilities, prior to making the booking.
23. If the parent/carer believes the child(ren) they wish to book for has any additional needs that may require more personalised support, they must contact our team in advance to discuss. Please email hellowoodrow@londonyouth.org or call 01494 433531.

Emergency Medical Treatment

24. In the event of a medical emergency, first aid will be administered where deemed necessary by Woodrow High House first aid qualified staff. Wild Woodrow Adventure 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 your booking.

25. In the event of a medical emergency, we will make every effort to contact parents / carers before arranging medical treatment. If this is not possible, we will inform you at the earliest possible time afterwards.

Behaviour

26. Children displaying inappropriate and antisocial behaviour may, as a last resort, be excluded from Wild Woodrow Adventure Camps without refund and parent / carer collection can be requested at any time during the day.

Limit of Liability for Loss & Damage

27. Nothing in this agreement excludes or limits liability for death or personal injury caused by negligence, or fraud.

28. Neither London Youth, nor its staff, shall be liable for:

- a) Loss or theft, or damage to, any personal property.
- b) Any loss of goodwill, reputation, or opportunity; or
- c) Any indirect or consequential loss which arises out of or in connection with this agreement or any breach or non-performance of this agreement, no matter how fundamental (including by reason of London Youth's negligence).

29. Parents / carers 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.