

**Helping to keep your child safe**

- Temperature checks on arrival
- Sign-in and sign-out required
- One way system in place

**Please do not bring your child to our facilities if they are experiencing any Covid-19 symptoms:**

- High temperature
- Persistent cough
- Loss of smell & taste

**If symptoms do arise or your child is no longer able to attend due to reasons relating to Covid-19, then please let us know as soon as you can by calling the centre on 0300 300 0250.**

**1. Bookings**

Bookings made online will be confirmed by email. A booking is confirmed when we receive the full amount of the booking, bookings can also be made at the centre where a till receipt will be issued.

**2. Payments**

We accept payment by credit card, debit card. All bookings must be paid in full.

There is a cancellation fee which covers administration costs and will be deducted from any refunded monies in the event of a cancellation. The cancellation fee is £10.00 per booking.

**3. Paying with Childcare Vouchers**

OneRen do **NOT** accept childcare vouchers as a form of payment for bookings.

**4. Changing your booking**

If you give us 7 days or more notice, you can change your dates within the same holiday season (e.g. summer), subject to availability, free of charge. If you give us less than 7 days' notice we will endeavour to change your dates within the same season, subject to availability, on payment of a £10 amendment fee per booking.

**5. Cancellations**

If you give us at least 7 days' notice before the camp date(s) you would like to cancel, we will refund all monies paid, minus your £10 admin fee.

As we offer a discounted weekly price, if you wish to cancel a day(s) within a week, we will then recalculate your booking at the daily rate (at the time of your original booking) which may result in an additional charge.

If you give us less than 7 days' notice before the date(s) for camps with a restricted capacity you would like to cancel, no refund is available unless we can re allocate your space in the camp

Please allow 10 working days to process refunds.

**6. Your child's information**

It is the responsibility of the person making the booking to ensure that all details provided are accurate, in particular full information about each child, including medical issues and emergency contact information. If we do not have all this information before camp starts, your children will not be allowed on camp.

## **7. Illness and First Aid**

Camps requires that all children who are ill or infectious be kept home for the full duration of their ailment, and for 48 hours after the last symptom occurs.

In the event of an accident, first aid will be administered to children in our care, and the emergency services will be called if necessary.

## **8. Child Exclusion**

Camps has a responsibility for ensuring the well-being and safety of all children in our care and have approved procedures for managing behaviour. The company follows a zero-tolerance policy on discrimination, bullying and persistent poor behaviour of any kind.

On rare occasions, and in more serious cases, we reserve the right to ask parents to remove children from camp either for the remainder of the day (part exclusion), or for the rest of the season (full exclusion). No refund will be made for any remaining days booked, and any costs associated with the exclusion will be the parents' responsibility. We reserve the right to exclude a child at any time prior to or during a session due to illness. The parent/carer will be expected to come and collect their child.

## **9. Off-camp activities**

At some camps we may offer optional extra excursions and activities. All our usual standards of supervision apply.

## **10. Programme and activities**

From time to time, we may need to change venues, dates, activities and courses for reasons within or outside our control.

Activity programmes are subject to change in the event of unsuitable weather or other circumstances beyond our control. Timetables displayed on camp are a guide and are subject to change. Specific extra activities such as swimming (where available) and archery are scheduled in as much as possible, however, if you are booking individual days, we cannot guarantee these activities will fall on those particular days. In exceptional circumstances we may have to cancel particular dates at a venue, and in this event, we will try to give those booked onto the programme at least 14 days' notice and will offer a suitable alternative if one is available, or refund all monies paid for the dates cancelled, if preferred.

## **11. Personal Property**

All your child's personal property is your responsibility and Camps is not liable for any lost or damaged property on camp. If you believe that your child has left an item on camp, please contact the Camp Manager who will do their best to assist you. Lost property will remain on camp until the last day of the season and should be collected before the last day. Unclaimed lost property will be taken back to Head Office and then donated to charity. We are unable to return any items to you from Head Office.

## **12. Photography / Filming**

Please be aware that Camps occasionally take photographs/video footage of children on camp for promotional reasons. If filming is due to take place, camp staff will inform all parents on arrival and your children can be opted out if you wish.

**13.** OneRen staff and volunteers do not have specialist training to provide one-on-one support and care for children. Staff are trained in basic first aid, sports coaching and child protection because their roles involve providing sports coaching only to children and adults. OneRen is not registered with the care commission and, therefore, is unable to provide care to children or adults.