

Dragon Camps® @ Ysgol Pen y Bryn Terms and Conditions

Please sign and date two copies, retain a copy for your records and return one to us at Dragon Camps®



1. REGISTRATION AND PAYMENT

Payment confirms your acceptance of the booking and is non refundable. Payment can be collected by Direct Debit, childcare voucher, Tax Free Childcare voucher or made via debit/credit card; payment must be received in full in advance of the commencement of Dragon Camp® (please see the 'Booking Form' for the date of the payment deadline). Cash and cheques are not accepted and transfers between nursery and Dragon Camp accounts are prohibited.

The registration fee or first week of sessions should be paid via debit/credit card as part of our customer registration identity checks and anti money laundering checks.

Where there is an overdue outstanding balance on an account, for any reason, we reserve the right to process a payment, using card information previously provided, via our card merchants virtual terminal. We do not store card details ourselves, encrypted card information is held by our card merchant.

Where funding bodies (college, university, 30 Hours Funding, Social Services) have agreed to pay for all/part of your childcare you remain responsible for all outstanding fees. Before your child starts Dragon Camps you must provide evidence of funding from your funding provider.

A 'Registration Form' and a 'Booking Form' must be fully completed and signed, so that we have all the essential information we need for your child, such as allergies and other relevant medical information, and parents' contact numbers. It is very important that you inform us about any changes to this information. For the purposes of communication we must have an operational email address.

Please ensure that you have read the 'Parent Guide' which is available at Registration or via our web site at www.DragonCamps.com.

Sessions cannot be cancelled or altered following receipt of payment and the 'Booking Form'. If a session needs to be changed in a particular week, we will try to accommodate this where possible if requested by the Friday before the sessions are due to take place but only if staffing can be arranged in time. Payments are non refundable even if sessions are missed due to sickness or non attendance.

2. MEDICAL INFORMATION

You must inform us of your child's relevant medical information, allergies, special needs and dietary restrictions. If your child needs medication of any sort you must complete a 'Prescribed Medication' form.

3. BRINGING PACKED LUNCHES AND DRINKS

If you are not using our Triple Meal Deal service please ensure that you supply your child with adequate lunch along with morning and afternoon snacks, all clearly labelled with your child's full name. We will be providing water to drink but if your child requires anything else to drink please ensure that you provide it in a clearly labelled water-tight container. Please note that we do not have sufficient refrigeration facilities to store any food or drink provided by parents so please only provide food or drink that will not spoil during the day.

4. MOBILE PHONES AND OTHER BELONGINGS

Mobile phones are totally prohibited. This applies to everyone – children and parents. Children may use our Company mobile phones if they need to contact you, alternatively you can contact them on site on 01492 536096 or via our Head Office on 01492 532104.

Please ensure that children do not bring valuable toys and belongings with them as we cannot be held responsible if any go missing.

5. MORNING ARRIVAL

Please ensure your child arrives at Camp each day by **9am** at the very latest, ready to start the day's activities.

6. COLLECTION (SECURITY)

Under no circumstances will your child be allowed to leave Dragon Camps with anyone unknown to our staff unless you have previously arranged this. If you have made alternative arrangements by telephone, we will require the name, address and telephone number of the person permitted to collect the child and proof of identity will be required on arrival at Dragon Camps. We will allow individuals aged 16 and 17 to collect your child once you have completed a consent form. No-one under the age of 16 will be permitted to collect your child, even with your permission.

7. PHOTOGRAPHY

From time to time we take photographs at our venues which may be used for marketing and promotional purposes. If you would rather your child was not included in any photographs we must be informed in writing before commencement of your booking.

8. LATE FEES

We reserve the right to charge a fee for late collection of any children. Our Camp is open until 17:15 hours. If you arrive after 17:15 you will be subject to an additional immediate charge of £15.00 per child. An additional £25.00 will be charged for every quarter of an hour that passes, up until collection. If the parent/guardian is unable to pay the late fee at point of collection, it will automatically be added to the relevant account.

9. SAFEGUARDING

Our staff have a duty to respond if they suspect a child in their care may be suffering from abuse, or if a child makes a disclosure about abuse.

10. STAFF

Our ratio of staff to children normally exceeds all statutory requirements. The actual ratio varies between activities and age groups.

11. LIABILITY

Dragon Camps® Ltd does not accept liability for personal injury or death of any participants unless directly caused by the proven negligence of the company or its servants.

12. INSURANCE

All children in our care are covered by our Public Liability Insurance.

13. EXCLUSION

We reserve the right to exclude or refuse any person without notice, if we consider that their presence compromises the good atmosphere at our Dragon Camps®. Transport home will be the responsibility of the parent and no refund/credit will be available.

14. PROGRAMME CHANGES

We reserve the right to amend our services and activity programme, content, times, dates and venue in the event of unsuitable weather conditions, failure of equipment, building faults and any other operational faults that may arise from time to time, without refund or compensation to the customer.

15. POLICIES AND PROCEDURES

Copies of our policies and procedures are available and can be sent to parents on request.

16. ENFORCED VENUE CLOSURE

If any of our camps are forced to close due to the compulsory closure of its premises by order of a competent authority (e.g. School, Local Authority, Environmental Health etc), due to bad weather (e.g. Snow, Ice, Flood etc), outbreak of a human infectious or contagious condition (e.g. Influenza, Meningitis), Industrial Action (teaching strike etc) or for any other reason, customers will still be liable for any fees due/paid, during the entire period of closure.

17. COMPLAINTS

We are committed to providing the best care for your child. If you or your child are not entirely satisfied with the service we provide, then we would like to know about it. Any complaint should first be made to the Dragon Camps® Manager, who will complete a complaints report, and do everything possible to ensure the complaint is dealt with as quickly and effectively as possible. If the complainant feels that the outcome of the complaint is insufficient, or would like to take the grievance further, the complaint should be made in writing and sent to: Managing Director, Dragon Camps, 2 Egerton Road, Colwyn Bay, Conwy, LL29 8RR. If in the unlikely event that you are not satisfied with the outcome of the complaints procedure, you may wish to contact the CIW North Wales Region, Government Offices, Sarn Mynach, Llandudno Junction, LL31 9RZ.

18. GENERAL DATA PROTECTION REGULATIONS

Dragon Camps® Ltd acts as a Data Controller for the purpose of the Data Protection Act 1998. We need to collect relevant personal details from you and the children you are booking to enable us to process your booking. This information might include names, ages and any applicable medical or dietary restrictions and bank account details (for Direct Debit processing) or other payment details. It is your responsibility to ensure that you have the necessary permission to pass on the personal details of all the children within your care. Additionally we hold and use some of your details for future marketing purposes. Please let us know as soon as possible if you do not want to receive future mailings from us.

You have the right to request access to your personal information and to obtain information about how we process it. If this is the case, please let us know either verbally, via email or in writing using the details under section 3, as above. We can however, charge you for or refuse a request that is manifestly unfounded or excessive. We will inform you in writing within one month of your request.

19. SPRINGFIELD DAY NURSERIES LTD.

Dragon Camps® is operated by Springfield Day Nurseries Ltd.

20. SIGNATURES

Please sign below if you agree to these Terms and Conditions. This agreement should be signed by all parents accepting these terms – i.e. all who will be financially liable.

Parent/Guardian 1

Signed: Date:

Print name in full:

Parent/Guardian 2

Signed: Date:

Print name in full: