



## **High 5 Terms & Conditions**

When you book with High 5 Sports & Activity Camps this creates a contract between us. These conditions and the other information exchanged between us form that contract, but no amount of words are as effective as a good, open and honest relationship – that’s what we want with you. Your expectations should be very high, and we’ll always aim to exceed them. If things go wrong for any reason, we’ll work hard to put them right - quickly and effectively. We trust you will be reasonable, honest and fair, and we promise we will be too.

### **1. Payment**

Payment is usually made in full at the time of booking. Payments can be made using either a card at the time of booking online or over the phone or using one of the voucher schemes or tax-free childcare options. If you are looking to book for days throughout the year or have a substantial booking for the summer, then we can take a 50% deposit upfront which confirms everyone on the booking form accepts the booking conditions and space will be reserved for you. We can then set up a monthly payment plan with you to ensure the booking is settled in full over the course of the booking duration. Please contact the office to make a bulk booking and then for any extra days you may wish to add.

### **2. Voucher Payment**

If you are paying for the camps with childcare vouchers or any other form of voucher/credit, please ensure these are actioned in time for them to show in our account *before* your children attend their first day. Unfortunately, due to a growing number of late payments we reserve the right to ask for an alternative method of payment on your children’s first day should the voucher payment not be in our account. Please make sure you write as much information as possible for your child/ren, so we can identify the payments. e.g., name of child, site and holiday – BobbyWideyFeb.

Please also email [admin@high5sportscamps.co.uk](mailto:admin@high5sportscamps.co.uk) when actioning the Voucher Payment/ Tax Free Childcare (state child/ren name, site, amount and which voucher provider used and the date).

For all our sites, the details you need can be found on the ‘Parents Guide’ page of our website.

**Tax Free Childcare:** Please let us know as soon as you have made the booking if you are using these vouchers. Please provide in an email your child’s FULL name and what site they will be attending during the holiday. We will then do the rest and create an invoice for you.

### **3. Confirmation**

Your confirmation email will display what you added to your basket when booking. Please check this email carefully, including all dates and location (venue).

Responsibility for all booking details lies with the person who made the initial booking. Tell us within 14 days if the email hasn’t confirmed what you expected. We’ll change it if we can or refund you in full if we can’t. After 14 days normal cancellation and booking amendment terms will apply.

### **4. Changing Weeks/Days**

We can change your dates, within the same operating season, providing we have spaces, and you request your change at least 7 days before your child starts camp. After this time staffing levels have been



arranged so no refunds or credits can be given unless you have taken out our Customer Protection Plan in advance which entitles you to credit on your account.

### **5. Customer Protection Plan (CPP)**

CPP should be taken at the time of making the original booking. You can add it within 14 days of booking, but not less than 7 days before your child is due to start camp.

CPP covers you for cancellation and curtailment as set out in 6 & 7 below.

Without our CPP you will not be refunded any part of your payment under any circumstances.

Please note that CPP does not act as cover you against accidents or injuries and does not include your personal property.

### **6. Cancellations**

You will only receive refunds for cancellations if you have taken out CPP. You may cancel all of your booking up to the last working day before your child's first day at camp (in any given holiday) and will receive back everything you paid as a credit on your account to be used for future bookings except the CPP premium. Cancellation must be in writing.

You may cancel part of your booking, but only full days can be credited.

If you have made a booking and received any additional discount as are sometimes available, then any cancellation may mean the loss of that discount for the other siblings still attending the camps.

If you are cancelling an off-site activity from your booking, as long as notification is given more than 14 days in advance of the booking start date, you will receive a refund for this.

### **7. Curtailment**

Once your child has attended their first day at High 5 in any given holiday, CPP only covers for illness and in accordance with the following terms; If you have CPP you can claim a refund for missed days less CPP premium if they have an injury or illness that is **validated by a Doctors note**. We do not charge an administration fee, but some GP practices may charge you to issue a note.

Siblings of the injured or ill child on the same booking and with CPP will also be credited in full if they cancel the same days as their brother/sister.

Curtailments for any other reason and curtailments for children without CPP will not be credited under any circumstances.

### **8. Photography/Video Footage**

We may take photographs and video footage at camp to use for training and promotional purposes. To exclude your child, we must be informed via notification on the booking form before camp.

### **9. Health and Safety**

In order to maintain appropriate standards of health and safety, children with certain medical or physical conditions may not be allowed to participate in some activities. In such cases we will always provide alternative activities.

### **10. Medical Information**

If full information about medical or physical conditions, or behavioural matters, is not provided at the time



of booking it may result in the child being excluded from certain activities. In such circumstances no refund will be paid, and we may have to cancel the booking. All information given will be treated in complete confidence.

### **11. Child Protection**

High 5 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. In this event staff will contact the Local Safeguarding Children's Board and act on their advice.

### **12. Staff**

High 5s' ratio of staff to children normally exceeds all statutory requirements. The actual ratio varies between activities, age groups and camps. High 5 does not offer any higher staff: child ratio than 1:8, irrespective of any child's specific needs. If your child has a 1:1 support at school or they may need support amounting to more than our 1:8 ratio, please contact the office to discuss this.

### **13. Liability**

High 5 does not accept liability for personal injury or the death of any person unless directly caused by the proven negligence of the company or its servants, in this event our liability insurance provides cover of up to £2 million.

### **14. Exclusions**

High 5 reserves the right to exclude any child for any reason at its absolute discretion, including persistent late collection. No refund will be made for days missed and no compensation will be made for any other costs or losses incurred as a result.

### **15. Programme Changes**

From time to time we may need to amend our activities, services, dates and venues for reasons, outside our control. In these circumstances' parents may choose to transfer to another of our sites and/or alternative dates as advertised at that time by High 5, subject to other conditions contained herein. In this instance, under no circumstances will there be compensation to the customer.

### **16. Surcharge**

High 5 reserves the right to surcharge published prices if there is an increase in the rate of VAT above 20% prior to the commencement of the holiday.

### **17. Policies and Procedures**

Copies of all High 5 policies and procedures are held at camp and Central Office and are available upon request.

### **18. Complaints**

High 5 is committed to ensuring every child has such an amazing experience and hope they can't wait to come back. If you or your child are not entirely satisfied with the service we provide, then we want to be the first to know. If there's a problem while your child is still at the camp, we can almost always resolve it. If we hear of a problem after a child has left camp, we will take great care to look into the matter, but cannot change the situation after the event, so please talk to the Camp Manager promptly if you have any complaints. If your child is still at camp and the problem persists, please contact our head office on 01752 215734. If the problem is still not resolved, please write to our Customer Services Team within 10 days of your child's last day with us. You can be assured that your complaint will be investigated, and you will



receive a written response within 20 days.

Refunds and compensation will only be made if High 5 is proven to have been in breach of these terms and conditions, and it is proven further that they were not capable of remedying that breach and as a result the child was withdrawn from the camp.

### **19. Data Protection**

High 5 acts as a Data Controller for the purposes of the [Data Protection Act 1998](#). To process your booking, we need to collect personal details about you and all the children on your booking. It is your responsibility to ensure that you have permission to pass on these details.

Additionally, we would like to hold and use some of your details for future marketing purposes, for example sending you promotional information. Please let us know as soon as possible if you do not want to receive future mailings from High 5.

### **20. Covid-19 Related Policies**

High 5 has put in place what we believe to be a robust set of policies around ensuring the camps and all who are in attendance both staff and children are as safe as possible during the covid-19 pandemic. If you see anything which raises concern, please flag it with us immediately. Further details can be found both on our booking confirmation and also the 'Parents Guide' on our website. However, by sending your children to any of our activities you are acknowledging that we cannot be held responsible for your child or any family member contracting Covid-19.

The details contained within these booking conditions were published in good faith in February 2021.