

Your booking administration

When are the camps open?

During the school summer holidays, and sometimes at Easter. Check the grid on page 19 for details.

What if my child is ill and cannot attend the camp?

In fairness to others we can't accept children at camp if they're ill. Please let us know if they have recently had an illness or condition in case they are still infectious. If a child requires medication while at camp, please supply it in a well-labelled container and sign a consent form.

If your child misses days due to illness and you have taken the optional Barracudas Customer Protection Plan (CPP) we will make up the days if we can or refund you if policy conditions are met.

If you don't take out the policy then missed days cannot be taken at another time, and there will be no refund. That's why we recommend you take out our CPP.

What if I want to make changes to my booking?

We understand that your plans can change and we want to be as flexible as possible for you, and also as fair as possible to all customers. At times there will be some restrictions, but the general rule is that changes are easier and cheaper if you have taken CPP. Please see Booking Conditions for full details. Skills Builder Courses or Early/Late Clubs can only be cancelled if we are given at least 7 days notice.

What if I don't take out your Customer Protection plan?

Without the cover you can't claim a refund for missed days or cancellation under any circumstances. The plan is normally optional, but must be taken under the terms of some offers.