



# BOOKING CONDITIONS

When you book with Barracudas there's an agreement between us. That agreement is based upon our booking conditions and other information such as our [Parent Guide](#) and [FAQs](#). No amount of words however are as effective as a good, open and honest relationship - that's what we want with you. Your expectations should be 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.

## 1. Payment

Payment of the deposit confirms everyone on the booking accepts these booking conditions.

## 2. Balance Payments

Balances due: Easter – 2<sup>nd</sup> March 2020, summer – 1<sup>st</sup> July 2020 (Half term camp balances are due two weeks prior to the camp start date). If balance payments are not made by the due date we may cancel the booking and retain your deposit. Balances will be taken automatically on the due date unless alternative prior arrangements are made. Balances must be cleared before children attend camp. Bookings made after the due dates must be paid in full at the time of booking. Final Easy Payment Plan instalments due: Easter 1<sup>st</sup> March, summer 1<sup>st</sup> July (Half terms: 3<sup>rd</sup> February, 1<sup>st</sup> May and 1<sup>st</sup> October).

## 3. Debit and Credit Card Payments

There are no charges for credit/debit cards. All card details are encrypted and stored for use with future bookings. If you would prefer these details are not saved please inform us at the time of booking.

## 4. Childcare Vouchers & Tax-Free Childcare

Please allow up to 5-7 working days for Childcare Vouchers to reach us and use your Booking ID and child's name as a reference. If paying with Tax-Free Childcare, please enter the long reference number for this payment at the time of booking so we can identify and allocate the payment. If you do not have this reference number at the time of booking, please notify us of this by email within 24 hours of completing the booking. **If booking within 21 days of the booking start date of camp you will be required to pay by a credit/debit card at the time of booking** and then be reimbursed once we receive your Vouchers/Tax-Free Childcare. For reimbursement, Childcare Vouchers/Tax-Free Childcare must be received by the end of September 2020.

## 5. Confirmation

Your invoice confirms what you have booked. Please check it, including **dates, location and child details**. Responsibility for all booking details lies with the person who made the booking. If your invoice is not what you expected please tell us within 2 working days, we'll change it if we can, or refund you if we can't. After 2 working days our normal cancellation and booking amendment terms will apply.

## 6. Offers

Our pricing policy generally works on the basis that the earlier you book the better the price. However, from time to time we may have a special offer that will make the price cheaper than you paid.

## 7. Changing Weeks/Days

We can change your dates within the same operating season, providing we have spaces and you request your change at least 10 working days before your child is due to attend. Prices may have increased, however you will only pay the rate that the week or day you want to move to was at when you made your original booking. If you have booked a full week you cannot move individual days to another week unless you upgrade all of your days to 'Day Passes' and pay the appropriate price.

## 8. Cancellations and Curtailment

**You will only receive refunds for cancellations if you have taken out the Customer Protection Plan (CPP).** Without CPP you will not receive a refund or credit for any part of your payment under any circumstances. Where the full balance has not yet been paid and part of a booking is cancelled, the deposit for this part will be retained and not used as part payment towards the remaining balance of this or other bookings.

## 8a Covid-19 Cancellation of Camp

In the event a camp cannot proceed due to the Covid-19 pandemic, **bookings made after 8<sup>th</sup> April 2020 will also be subject to the following terms:** Bookings made with CPP will receive a full refund (less the CPP premium). Bookings made without CPP will not receive a refund but will receive a credit note valid for 12 months from the date on which the refund is issued.

## 9. 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. You can select which weeks are covered but not individual days. We advise you take out CPP for your whole booking. **With CPP you may cancel, for any reason, up to the last working day before your child's first day** in any given week and you will receive back everything you paid except the CPP premium.

You may cancel part of your booking, but only full days if you have booked Day Passes and whole weeks if you have booked fixed weeks. If you need to cancel part of a week booking, the remaining days will be charged at the Day Pass rate. Refunds are not given on a pro rata basis for days cancelled from a week booking. If you have booked days/weeks as part of a multi week/day promotion, and then cancel one or more of the child/weeks, meaning the multi week/day price no longer applies, the price will revert to the single child/week rate.

**Once your child has attended their first day in any given week, CPP ONLY covers for illness** and in accordance with the following terms:

**Where illness is validated by a Doctors' Note/Appt. Card,** we will firstly aim to make up the missed day/s

later in the season. Where not possible, you can claim a pro rata refund, less the CPP premium. (We do not charge any administration fee but some GP practices may charge you to issue a note.)

**Where illness cannot be validated with a Doctors' Note/Appt. card,** you will need to complete a claim form with further details. This form can be downloaded from our website under the FAQs. Once we have received the completed form we will process the claim within 2 weeks. In these cases, we will firstly aim to again make up any missed days later in the season, or alternatively issue a credit note, valid for 12 months, for the pro-rata amount.

**For curtailments for any reason other than illness,** (including bookings without CPP) refunds, credit notes or extra days will not be given under any circumstances. CPP claims must be submitted to Central Office for consideration within 14 days of the last day of camp in the given season for which you require the refund.

## 10. Photography / Video footage

We may take photographs and video footage at camp to use for training and promotional purposes. Where possible, we will post photos to our social media platforms for you to view, but please note we cannot guarantee your child will appear on these. To exclude your child we must be informed via the Essential Information form before your child begins at camp.

## 11. Health and Safety

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

## 12. Your Child's Information

**At the time of booking** full and accurate information about the child's DOB, medical, physical or behavioural needs, or any other additional needs, must be provided. Failure to do so may result in the child being excluded from certain activities. In some circumstances we may have to cancel the booking and no refund will be paid. **On the first day at camp** each season a completed, signed and printed Essential Information form must be handed in directly to the camp. Without this form, we **cannot** accept children onto camp. All information given will be treated in complete confidence.

## 13. Child Protection

Barracudas' staff have a duty to respond if they suspect a child may be suffering from or makes a disclosure about abuse. In this event staff will contact the relevant local authority and act on their advice.

## 14. Staff Ratio

Barracudas' ratio of staff to children exceeds all statutory requirements. The actual ratio varies between activities,

age groups and camps. Barracudas does not offer any higher staff:child ratio than 1:8, irrespective of any child's specific needs.

## 15. Liability and Personal Property

Barracudas 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 £10 million. Barracudas will not take responsibility for the loss or damage of any items of personal property brought onto the camp and neither the CPP nor our insurance covers personal items. Our [Parent Guide](#) contains further information about what should/not be brought to camp (including mobile phones) and details our Lost Property Policy.

## 16. Exclusions and Late Collection

Barracudas reserves the right to exclude any child for any reason at its absolute discretion, including persistent late collection; we are only registered to have children on site until 6pm. No refund will be made for days missed and no compensation will be made for any other costs or losses incurred as a result. Please note; where children are collected after 6pm we will automatically apply a 'Late' fee of £5 per 5 minutes to your account.

## 17. Programme and Activities

From time to time we may need to amend our activities, services, dates and venues for reasons within or outside our control. In these circumstances parents may choose to transfer to another Barracudas site and/or alternative dates as advertised at that time by Barracudas, subject to other conditions contained herein. Under no circumstances will there be a refund or compensation. Please note that not all activities appear on the timetable daily, therefore if you are booking individual days we cannot guarantee specific activities on particular days.

## 18. Surcharge

Barracudas 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.

## 19. Policies and Procedures

Copies of Barracudas' policies and procedures are held at camp and Central Office and are available on request.

## 20. Complaints

Barracudas is committed to ensuring every child has such an amazing experience 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. We cannot change the situation after the event, so please talk to the Camp Manager promptly if you have any complaint. If your child is still at camp and the problem persists please contact our Central Office Team. If the problem is still not resolved, please write to our Central Office within 10 days of your child's last day with us. You can be assured that your complaint will be taken very seriously. In the unlikely event your complaint is still unresolved, you may wish to contact Ofsted on 0300 123 1231 or write to Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD.

Refunds and compensation will only be made if Barracudas 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. Please note: verbal abuse of office or camp staff will not be tolerated and bookings cancelled with immediate effect.

## 21. Data Protection

Barracudas acts as a Data Controller for the purposes of the GDPR. 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'd like to hold and use some of your details for future marketing purposes (full details of how we may use your data are available in our [Privacy Policy](#)); we'll ask for your consent to this when you register your details with us.