

## ZAPspace Booking Terms and Conditions

When you book with ZAPspace, these Terms and Conditions and other information such as our Parents Guide and Policies and Procedures document define the agreement between us and let you know what to expect from ZAPspace and what we expect from you. If you have any questions about our Terms and Conditions, please call our Customer Services team on 0208 555 7029.

### 1. Bookings

Bookings made online or by telephone will be confirmed by email. A booking is confirmed when we receive the appropriate deposit and receipt of these constitutes acceptance of these terms and conditions.

### 2. Payments

ZAPspace accepts payment by credit card and debit card Deposits are non-refundable. All bookings must be paid in full at least 48 hours before camp start date or your children will not be able to attend camp.

### 3. 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. **We are unable to make any changes with 7 days' or less notice.**

If you have booked a full week, you can only move the whole week, unless you are happy to pay the extra cost to split the days across different weeks.

If you wish to move your dates to another season, this is possible with 7 days or more notice and on payment of a £30 amendment fee. We will hold the balance in credit on your ZAPspace' account, minus the £30 amendment fee. Please note prices may increase from one season to the next.

**Amendment fees need to be paid at the time of making the change** either using any available credit on your account or by credit or debit card.

### 4. 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 deposit of £10 per child per day. 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) you would like to cancel, no refund is available.

### 5. 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 and other special educational needs, and emergency contact information. If we do not have all this information before camp starts, your children will not be allowed on camp.

### 6. Special requirements

ZAPspace recognises that the needs of individual children vary, and will endeavour to accommodate children with specific needs and/or medical conditions within the camp environment. It is our policy not to exclude any child due to specific needs and/or medical conditions wherever possible.

**It is the responsibility of the parent/carer** to inform us of any medical conditions and special educational needs or disabilities, whether booking online or over the phone, so we can discuss how best to accommodate the child, and consider whether any reasonable adjustments can be made to ensure they are able to fully participate and enjoy the activities on camp within the staffing ratios provided for their age group. The needs of each child vary so decisions are made on a case-by-case basis and depend upon the level of support each individual child may require.

We are not able to provide additional staff to support a child above our standard ratios of 1:8 for 3 year olds, 1:12 for 4 to 5 year olds, 1:16 for 6-7 year olds and 1:20 for 8 years old and over, irrespective of any specific needs or medical conditions. Where we feel that a child is not coping within these ratios, we reserve the right to ask the parent/carer to come and collect their child. No refund will be available.

Where a child does require one-to-one support, ZAPspace will permit parents/carers to attend camp to support their child, providing the ZAPspace safer recruitment standards are met. ZAPspace does not provide one-to-one support.

We are happy to accommodate a child with specific needs on a paid trial basis and reserve the right to review further bookings.

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

ZAPspace 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. ZAPspace will only administer medication if it has been prescribed by a doctor or other health professional.

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.

Essential prescribed medication including Epipens must be handed in to the Camp Manager for safe-keeping. All ZAPspace First Aid policies are in line with Ofsted recommendations.

## **8. Child Exclusion**

ZAPspace 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, irrespective of any special needs. 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. Late Pick-up**

**All children MUST be collected by 4pm** (unless timings are otherwise specified at time of booking). If for any reason you are unable to collect by 4pm, we ask that you call the Camp Manager or Head Office as soon as possible. Two members of staff will wait with your child until they are collected. You will be charged a late pick-up fee of £20 for every 15 minutes after 4pm to cover the additional staffing cost. If we

have no contact from a parent/guardian by 4.30pm, we will contact Social Services to advise them we have an uncollected child. We reserve the right to refuse future bookings from parents who continually pick up late.

#### **10. Notice of Absence**

If a child is not attending a scheduled day on camp, parents/carers must telephone the Camp Manager or Head Office to allow us to update records.

#### **11. Personal Property**

All your child's personal property is your responsibility and ZAPspace 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. Mobile Phones and Electronic Devices**

All mobile phones and electrical devices are prohibited on camp. If found, children will be asked to place the device in the Camp Manager's box which will be locked and secured at all times. The device will be returned to the authorised parent/carer at the end of the session.

#### **13. Insurance**

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

#### **14. Photography / Filming**

Please be aware that ZAPspace 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.

#### **15. Data Protection**

ZAPspace is registered as a Data Controller under the Data Protection Act 1998 (GDPR from 25<sup>th</sup> May 2018). To process your booking, we need to collect personal details about you and your children. We will treat it as confidential and keep it secure, complying with all relevant UK legislation. We will use your email address and telephone number to contact you with information that relates to any bookings that you make and any information that we might need that relates to the welfare of your child. We would also like to use some of your details to tell you about our products and services, and those of our parent/sister organisations and will ask for your consent during the registration / booking process. You may unsubscribe at any time.