

TERMS AND CONDITIONS OF HOLIDAY CAMP BOOKINGS

These Terms form part of your Agreement with us. Your Agreement with us is made when your Holiday Camp Registration Form is completed by you and signed by us and consists of that form and these Terms. These documents together form a legal agreement between us, so please make sure you carefully read these Terms and the Holiday Camp Registration Form. These Terms replace any previous versions and apply at all times and take priority over any spoken communication by us.

1.0 Behaviour Management

Your membership or your child's space on the Holiday Camp may be terminated (for a specified period of time or permanently) if: -

- 1.1 You or your child do not comply with the rules and regulations of the Leisure Facility which are displayed at the Premises and which may be changed from time to time;
- 1.2 Acting reasonably, we consider that you or your child's conduct is likely to damage the reputation or interests of us or the Leisure Facility or is likely to be a nuisance to other users of the Leisure Facility, whether or not such conduct is the subject of a complaint by another person.

2.0 Events Beyond our Reasonable Control

- 2.1 We will not be responsible for any loss you suffer if we are unable to provide the Services due to Events Outside Our Control. An Event Outside Our Control is any event beyond our reasonable control and includes: natural disasters, a government's actions, war or national emergency, acts of terrorism, protests, riot, fire, explosion, flood, an epidemic, lock-outs, strikes or other labour disputes (whether or not they relate to our workforce), restraints or delays affecting carriers or not being able to get supplies of suitable materials on time or at all;
- 2.2 any personnel who deliver the Services being or becoming unavailable for any reason; or any facilities, equipment or materials necessary to the Services being or coming unavailable for any reason.
- 2.3 If an Event Outside Our Control prevents us from providing all or any part of Services then: we will notify you as soon as reasonably possible and, subject to availability, offer to provide you with substitute services; and if you and we are able to agree on substitute services, the Booking will be deemed to be varied accordingly; or where you and we cannot agree on substitute services, you and/or we may cancel the Booking or any affected Session by notifying the other, in which case we will refund to you the part of the Fees applicable to any Services which you have not received.

3.0 Valuables

- 3.1 We accept no responsibility for your child's valuables at the Holiday Camp, we are not liable for any lost, stolen or damaged valuables whilst attending the Holiday Camp.

4.0 Clothing

- 4.1 Appropriate clothing must be worn for all activities. Outdoor shoes must not be worn on poolside or in wet side changing areas. Non-marking soles must be worn in all activity areas.

5.0 Physical Health of Participant

- 5.1 It is your responsibility to make sure that your child can take part in the activities.
- 5.2 You should consult your doctor before you begin the activities if you are not sure whether or not it is suitable. If you have any concerns about your children's physical

condition, you must get medical advice before attending undertaking activities. It is your responsibility to make any instructor aware of anything that may affect your child's/children's participation in the activities.

5.3 We may refuse you access to the Leisure Facility or prevent you or your child/children from taking part in the activities if we consider the activities could put their health at risk.

6.0 Cancellation by You

6.1 Cancellation of booking can be accepted 14 days in advance, cancellation after this period will only be accepted for a medical condition supported by medical evidence.

7.0 Late Pick Up

7.1 All children must be collected by the specified time (details can be found on the sites website) If for any reason you are unable to collect your child by the specified time, we ask that you call the Leisure Centre as soon as possible. Members of staff will wait with your child until they are collected. You will be charged a late pick-up fee of £5 for every 15 minutes after the specified time to cover the additional staffing cost.