



Terms and Conditions

Updated 10th January 2024

Bookings

- All bookings must be made through <https://campcanary.magicbooking.co.uk>.
- Parents/guardians must agree to both Camp Canary's and MagicBooking's terms and conditions to book with us.
- The person making the booking accepts the booking conditions on behalf of the account holder.
- All bookings are subject to availability.
- All bookings must be paid for at time of booking unless the account holder and Camp Canary have agreed payment terms through a workplace childcare scheme (e.g., Bright Horizons, My Family Care) or the Childcare Grant Payment Service.
- All bookings must be made through MagicBooking prior to arriving onsite. If you arrive onsite and have not booked, your child will not be accepted until a booking is made.

Cancellation Notice and Charges

- It is the account holder's responsibility to cancel sessions.
- Parents must inform Camp Canary by email if their children are arriving late or will be absent.
- Any booked sessions which are not attended are still charged unless 14 days' notice is given, or unless we are able to give your place to a child on the waiting list (every effort will be made to do so). In these circumstances we will credit your MagicBooking account with the fees paid, minus the amendment fee.
- Booked days can only be swapped subject to availability and with a minimum of 7 days' notice of the session you want to change. This must be done by email to Camp Canary.
- Amendments, swaps, and cancellations will be subject to an administration charge of £10 per amendment.

Collection of Children

- Children can only be collected by an adult over the age of 18 who has been authorised to collect them.
- Alternatively, you may give consent for your child to leave Camp alone on the Consents page of your child's MagicBooking profile.

- A charge of £8 per 15 minutes will be applied to all collections made after the advertised session end time.

Complaints

If you or your child were not entirely satisfied with the services we provided, we would appreciate the feedback. Please see our Complaints Policy for official steps. If you feel the complaint outcome is insufficient or would like to escalate your grievance further, please email the Managing Director of Camp Canary, Hannah Forster on hannah@campcanary.co.uk.

Data Protection & Privacy

- Camp Canary collect personal details for you and your child to register and enable us to process your booking. It is your responsibility to ensure that you have the necessary permission to pass on the personal details of everyone required.
- Camp Canary may hold some of your details for future marketing purposes. Please let us know if you do not want to receive future communication from Camp Canary.
- Camp Canary take photographs and videos at our venues which can be used for marketing and promotional purposes, including on social media. If you would rather your child was not included in any photographs, please ensure the Consents page on your child's profile is up to date.
- For more information, please see our Data Protection and Privacy Policies.

Exclusion

Camp Canary reserves the right to exclude or refuse any person without notice, if we consider that their presence compromises the good atmosphere of the club. Transport home will be the responsibility of the parent/carer and no refund or credit will be given.

Forced Closures

If Camp Canary is forced to close due to an external factor such as bad weather, loss of venue, contagious disease outbreak, power cut, strikes or other industrial action, or by order of local authority, customers will still be liable for fees incurred during the entire period of closure. For more details, please see our Emergency Evacuation and Closure Policy.

Liability

- Camp Canary does not accept liability for personal injury or death of any participants unless directly caused by the proven negligence of the company or its servants.
- Any babysitting/care arrangement between parents and Camp Canary staff is entirely separate from any agreement with Camp Canary. Camp Canary does not take responsibility for such private arrangements, although any behaviour from Camp Canary staff that has a negative effect on the business may be considered misconduct and will be dealt with in accordance with our disciplinary procedures.

Lost Property

- Camp Canary take no responsibility for any items that are lost, stolen or damaged at the club.

- On request, Camp Canary will endeavour to return items that can be identified.
- Postage costs of lost property are the responsibility of the parent.
- Unclaimed lost property will be distributed to local charities at the end of each holiday.

Medication

If your child requires medication of any sort, including an inhaler, the following must be in place before your child can attend:

- A completed health care plan (please contact Camp Canary who will create this with details you provide).
- Permission to administer medication.
- Our own supply of the medication – please note we have no access to medication or supplies stored at Canary Wharf College.

Please note: If the above is not in place, your child will not be able to attend the session.

Parent Abuse of Staff

The threat or use of physical violence, verbal abuse, intimidation, or harassment towards our staff is likely to result in a termination of all direct contact. Such incidents may be reported to the police, and this will always be the case if physical violence is used or threatened.

Payments and Overdue Balances

- Types of payment available are credit/debit card, childcare voucher, workplace childcare schemes operated by Bright Horizons, Tax Free Childcare, or the Childcare Grant Payment Service.
- When paying by Childcare Voucher, please use your booking number as the payment reference.
- Having an overdue balance may lead to the termination of your child's place within the club.
- Camp Canary will pass any unrecovered fees to an external debt collection agency. Any fees associated with the debt collection will be passed on to the debtor.

Refunds

- Credits are applied to your MagicBooking account in the case of a refund. This credit expires 24 months after it has been applied to your account.
- For bookings paid by credit card, we can apply the refund to your card or bank account on request for a further £10 administration fee.
- We are not permitted to refund payments made by Childcare Voucher or Tax Free Childcare directly to you, and can only refund the system or provider by which you paid.

Required Minimum Age

Camp Canary provides care for primary-school-aged children. We reserve the right to cancel without refunding any booking made for a child who is younger than our required minimum

age. Our required minimum age is 4 years old as of the beginning of the current academic year. (The academic year runs from 1st September to 31st August.)

Safeguarding and Welfare

- We are committed to safeguarding all the children in our care from harm and abuse.
- If a child does not arrive at a booked session and we have not been advised of their non-attendance, we may begin safeguarding procedures.
- Camp Canary are obliged to report any suspected child abuse or neglect to the relevant authorities.
- Parents must inform Camp Canary of any conditions that may affect their child (medical, learning, behavioural, etc). If full information is not provided, this may result in Camp Canary excluding them from certain activities, or if it is felt necessary, excluding them from using Camp Canary. In such circumstances no refund or credit will be paid.

Schedule Changes

Camp Canary may need to amend activity programmes, schedules, services, dates, times and/or venues on occasions that may be out of our control. This will be without refund or compensation to the customer.

Special Offers and Discount Codes

- Discount vouchers or offers can only be used for the purpose stated.
- Only one offer or discount code can be used per booking (this does not include sibling or weekly discounts).
- Each voucher code can only be used once per customer.
- Each voucher code can only be used on one booking and will not be valid if you would like to book further days on a separate booking before the voucher deadline ends.
- Offers and discounts may be withdrawn at any time.

For Camp Canary's full policies and procedures, please visit www.campcanary.co.uk/p-policies.