



TERMS & CONDITIONS April 2024

Bookings & Payments

- Child registration information must be completed before any sessions can be booked and paid for in the online booking portal.
- All children with a booked place are required to have a good level of understanding of, and spoken, English so that they can follow the instructions from the leaders and are able to communicate with the other children.
- Payment by credit/debit card must be made immediately after selecting the required products and placing them in the basket. If payment is not made immediately, the booking will be lost.
- Selecting a payment type and confirming an order is regarded as acceptance of our booking conditions.
- Lumen Summer Camp accepts payment by credit (including American Express) or debit card and childcare vouchers.
- Any booking using a Child Care Voucher (CCV) or Tax Free Childcare (TFC) payment must be paid in full within 14 days of the booking being made in Magic Booking. If a booking remains unpaid after 14 days it will be cancelled in entirety if no payment has been received. If only a percentage of the total payment has been received any unpaid element of the booking will be cancelled.
- An online form must be completed for all CCV or TFC payments advising the date and amount of payment along with the provider payment reference. The form can be located here: <https://forms.gle/QShKGv9gHpY8UJYw5>.
- Payments by CCV/TFC should be paid separately to any payments a parent/carers makes for school activities such as breakfast or afterschool club.
- Bookings cannot be purchased using CCVs or TFC from Monday 15th July 2024 onwards.
- All bookings will be confirmed when payment is received.
- Bookings cannot be made within 48 hours of the required day session.
- The method of payment cannot be changed once a booking and payment has been made via the online booking portal e.g. if a booking is paid using a credit/debit card, Lumen Summer Camp cannot subsequently refund the original payment card and apply a Childcare Voucher payment as an alternative.
- New bookings cannot be made until the balance of any existing booking/s has been paid in full.
- Orders left with outstanding balances, once a camp season has finished, will be passed to a debt recovery agency and customers will be liable for any additional debt recovery charges incurred to Lumen Summer Camp.

Pricing Discounts

- The best available price will always be offered to you at the time of booking.
- Lumen Summer Camp cannot apply discounts retrospectively and discounts must be applied by the parent/carers at the time of booking.
- If you believe your child is entitled to a Pupil Premium discount this must be confirmed with Lumen Summer Camps and a discount code allocated before any booking is made.
- Lumen Summer Camp does not offer any sibling discount.

Changing your Booking

- If you give us 14 or more days' notice you will be able to change your dates within the same holiday season, subject to availability, free of charge.
- We are unable to make any changes with less than 14 days' notice, unless an exceptional circumstance is encountered. If we agree to change your booking within the same holiday season, it must be noted there

will be an increased likelihood that Lumen Summer Camp will not be able to accommodate your request due to the availability of alternative dates.

- If sessions were purchased at the discounted Early Bird price, and the parent/carer wishes to amend the dates booked once the discounted price has ceased, the booking will then be recalculated using the standard daily rate, which may result in an additional charge.
- Where a session is changed for another date the original session will be lost immediately. No sessions will be held or reserved.

Cancelling your Booking

- If you give us at least 14 days' notice before the date(s) you would like to cancel, we will refund any monies paid via credit/debit card back to the card you paid with. If you have paid by Childcare Voucher and your voucher provider accepts refunds, you can request the refund to be returned to your provider. Ascertaining whether a voucher provider accepts refunds is the responsibility of the parent/carer, not Lumen Summer Camp. We are unable to refund any CCV/TFC payments direct to the parent/carer.
- If you give us less than 14 days' notice before the date(s) you would like to cancel, no refund is available.
- In the case of illness/injury, refunds cannot be applied.
- We reserve the right to process refunds from 1st September 2024 onwards.
- No credit notes will be issued for use at future Camps.
- Where a session is cancelled it will be lost immediately. No sessions will be held or reserved.

Venue Cancellation

- In exceptional circumstances we may have to cancel particular dates, in this event, we will try to give those booked onto the programme at least 14 days' notice and will offer a suitable alternative if one is available, or refund all monies paid for the dates cancelled, if preferred.

Attendance at Camp

- If a child is not attending a scheduled day at camp or will be arriving late due to an exceptional circumstance, parents/carers must telephone the Camp Administrator by latest 9.00am on each day of absence to allow us to update our register. The Camp telephone number can be found on our Camp website at www.lumenlearningtrust.co.uk.
- A child's attendance at a purchased session is the sole responsibility of the parent/carer. Parents/carers must familiarise themselves with their booking schedule to ensure no sessions purchased are missed or forgotten. Any session missed due to parental/carer oversight is not entitled to a refund.
- The Camp Administrator will contact the first priority contact (as shown in Magic Booking) each day a child is absent from Camp if we have not heard from the child's responsible adult confirming the reason for absence. Our Camp Administrator will endeavour to contact the first priority contact by 9.30am to ascertain the reason for the absence.

Health & Illness Policy

- Lumen Summer Camp 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.
- Lumen Summer Camp will only administer medication if it has been prescribed by a doctor or other health professional. This medication must be recorded on the child's Medical Needs tab contained within the booking and payment system.
- There is no refund available in the case of illness/injury.
- If a child is unable to attend a session due to illness, it may be possible to swap the missed date to an alternative day. This is subject to availability of alternative dates. The new date selected must be a minimum of 48 hours after the original date that was booked.
- Children must bring a named water bottle to Camp every day. Drinking water top ups will be available throughout the day as required.

- Children must bring a packed lunch and any snacks to Camp each day, there are no on site catering facilities.

Adverse Weather Conditions

- In the unlikely case that we are unable to run the camp due to adverse weather conditions Lumen Summer Camp will offer a full refund or credit for another day.
- Lumen Summer Camp will endeavour to advise customers of any closure by means of email, text or notification on the Lumen Learning Trust website as soon as possible. The website will be updated with the most up-to-date information.
- If customers are unable to attend camp during adverse weather conditions but the camp is open, no refund will be applicable.
- Adverse weather conditions are determined by either an Amber or Red weather warning issued by the met office via local or national TV & Radio or via the website www.metoffice.gov.uk.
- It is the responsibility of parents/carers to ensure children have appropriate clothing and sun protection.

Available Dates and Activities

- All the information in our literature is correct at time of printing.
- Changes may occur and, if so, Lumen Summer Camp will inform parents via our website and Facebook feed as quickly as possible.
- Not every activity pictured in any of our literature is available at any given time.
- Activity programmes are subject to change in the event of unsuitable weather or other circumstances beyond our control.
- Activity timetables displayed at Camp are a guide and are subject to change. Specific extra activities are scheduled in as much as possible. If you are booking individual days, we cannot guarantee these activities will fall on those particular days.
- Please discuss timetable changes with the Camp Leaders and team.
- Any group age ranges are dependent on the number of children in attendance and may vary from the time of booking.

Hours of operation

- Our standard hours for the Camp are 8.30am to 4.00pm.
- Doors close at 8.50am. If you will be arriving after this time, you must contact the Camp Leader via the Camp mobile telephone number found on our website to gain access to the site.
- A pick-up window of 4.00pm-4.30pm is included within the standard price.
- All children must be picked up by 4.30pm.
- If for any reason you are unable to collect by 4.30pm, we ask that you call the Camp Leader as soon as possible via the Camp mobile telephone number found on our website.
- 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 4.30pm to cover the additional staffing cost.
- If we have no contact from a parent/guardian by 5.15pm, 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.
- We are unable to dismiss any child between 3.30pm-4.00pm, unless for a medical appointment. Requests for early afternoon pick-ups will otherwise be declined by Camp Leaders.
- Lunch and snacks are not provided at the camp. You will need to supply your child with an adequate lunch and any required snacks.

Early & Late Club hours of operation

- Our standard hours for the Early Club are 8.10am-8.30am.
- Our standard hours for the Late Club are 4.30pm-5.45pm.
- If your child arrives after 8.30am, no refund will be given for the Early Club session purchased for the date in question.

- If your child is collected prior to Late Club starting, no refund will be given for the Late Club session purchased for the date in question.
- All children must be picked up by 5.45pm without fail.
- If for any reason you are unable to collect by 5.45pm, we ask that you call the Camp Leader as soon as possible via the Camp mobile telephone number found on our website.
- Staff will wait with your child until they are collected.
- You will be charged a late pick-up fee of £20 for every 10 minutes after 5.45pm to cover the additional staffing cost.
- If we have no contact from a parent/guardian by 6.00pm, 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.

Our collection and drop off minibus service

- A collection and drop off minibus service is available, chargeable at £2.00 per daily return journey. This service must be booked in advance using our online booking system.
- Our minibus service is only available to families of children entitled to the Lumen Learning Trust pupil premium funding.
- Seats are limited to 15 each day and are bookable on a first come first served basis. There is no automatic guarantee that a pupil entitled to pupil premium funding will be able to secure place on the minibus service.
- No reimbursement will be made if only one part of the journey is used by a child.
- Eligible Camp children of any age are able to use the minibus service.
- The minibus used is Lumen Learning Trust property and will be driven by a member of Lumen Learning Trust staff.
- Children will be collected and dropped off directly outside the main school entrance of each drop off point. For Riverbridge Primary School this will be at the Park Avenue site.
- The child's responsible adult MUST stay with the child in the morning until they enter the minibus.
- Stated collection and drop off times shown in our FAQs may vary slightly due to circumstances out of our control such as adverse traffic or weather conditions. We will not be held liable financially or otherwise for any delays made to the responsible adult's onward journey.
- No child will depart the minibus without a responsible adult being present. The responsible adult will be required to provide the security password before the child is released.
- If a responsible adult does not arrive within the 10 minute wait window the child will be taken back to the Summer Camp site. The responsible adult will be required to make their own arrangements to collect their child from this site. Lumen Summer Camp will not reimburse any additional travel costs incurred by the responsible adult.
- If a child returns to the Summer Camp site Lumen Summer Camp will, at our discretion, charge the late pick up fee for this additional time.
- It is the sole responsibility of the child's responsible adult to ensure the child is at the collection and drop off location.
- If a child arrives at the location and the minibus has departed, the responsible adult must ensure the child joins the Summer Camp at the Summer Camp site.
- We will not reimburse any alternative travel costs incurred by a responsible adult due to lateness.
- No refund will be given for time lost at the Summer Camp as a consequence of missing the minibus.

Insurance

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

Toilet training

- Lumen Summer Camp asks that children attending camp have been toilet-trained. If a child is still in nappies, he/she is unsuitable for camp activities, and the Lumen Learning Trust asks that the child is not booked onto camp.

- Lumen Summer Camp understands that accidents can happen, and suggests that younger children bring a change of clothes. Lumen Summer Camp may ask parents/carers to remove a child who soils persistently – in which case no refund will be given.

First Aid

- 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 must be handed in to the Camp Leader for safe-keeping. All Lumen Summer Camp First Aid policies are in line with Ofsted recommendations.

Specific Needs and/or Medical Conditions

- Lumen Summer Camp is unable to provide one to one support for children with additional needs.
- Any child who attends a specialist setting during term time or has any form of 1:1 support during term time is still welcome to attend our camp, on condition that they bring along their own carer. That carer must have a current and clear Disclosure Baring Service (DBS) check and our HR team and camp management require a copy of that certificate prior to the child's commencement at camp.
- Lumen Summer Camp 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 record fully and accurately any medical conditions and/or special educational needs or disabilities when registering their child online within their child's profile in our payment portal Magic Booking. If we feel that a child within our care does need some further attention regarding their educational needs once they have started to attend Camp and their parent or guardian has not previously identified this to us, then we will ensure that this is discussed with their parent or guardian at the earliest possible convenience. Any matter of this nature will be treated in the strictest of confidence and where possible reasonable adjustments will be made to meet the needs of the child. If it remains the case that the child is unable to safely remain at Camp once all reasonable adjustments have been made, Camp Leaders will notify the parent/carer and booked sessions will be cancelled and refunded.
- When making a booking a parent/carer will be asked to confirm:
 - their child does not attend a specialist setting during term time;
 - their child does not have any form of 1:1 support in their mainstream school during term time;
 - they understand that Lumen Summer Camp reserves the right to cancel and refund a booking if it is unable to meet the child's needs and/or the child is unable to adhere to the Camp Code of Conduct.
- Using the information recorded and dates purchased in Magic Booking, Camp Leaders will discuss the child's needs in detail with the relevant Lumen school's Inclusion Lead. Camp Leaders will ascertain 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 Camp activities whilst remaining within the staffing ratios required for their age group.
- Decisions as to whether a child can attend Camp are made on a case-by-case basis and depend upon the level of support each individual child requires.
- If, after discussion with the Lumen school's Inclusion Lead, it is established that the child's needs are too complex for Camp, we will inform the parent/carer. Any sessions already booked will be cancelled and refunded in full.
- For children with medical conditions and/or special educational needs who do not attend a Lumen Learning Trust school during term time, we will seek consent from the parent/carer to contact their child's school Inclusion Lead for more information. Where consent is not forthcoming but it is subsequently ascertained once Camp begins that the child is unable to safely remain at Camp, Camp Leaders will notify the parent/carer and booked sessions will be cancelled and refunded.
- We are not able to provide additional staff to support a child above the ratios of 1:8 for 3yr olds, 1:12 for 4 to 5yr olds, 1:16 for 6-7yr olds and 1:20 for 8yrs and over, irrespective of any specific needs or medical conditions.

Lost Property

- All personal items brought into the Camp must be named.
- Lumen Summer Camp is not liable for any lost or damaged property at Camp.
- Lost property will remain at Camp until the last day of Camp and should be collected before the last day.
- Unclaimed lost property will be given to charity and will not be left at the Camp location.

Photography and Video

- Please be aware that Lumen Summer Camp occasionally take photographs/videos of children in attendance for promotional and informational material.
- We ask for your consent indicating that your child can be included in any photographs or videos during the online registration process.
- To avoid identification, your child's image will never be associated with their name in photographs, videos or publications.
- Under no circumstances should images be taken at Camp by children using their personal mobile devices.

Mobile Phones and Electronic Devices

- All electrical devices are prohibited at Camp. Children must hand in their mobile device upon arrival at Camp. If a mobile device is subsequently found on their person, children will be asked to place the device in the Camp Leader box which will be locked and secured at all times.
- Parents/Carers are required to contact the Camp Leader if they wish to speak with their child during the Camp day.
- Lumen Summer Camp will not take any responsibility for the damage or loss of any electronic devices that are brought into Camp.

Equal Opportunities and Child Protection

- Lumen Summer Camp supports equality and welcomes all children, regardless of their gender, ability, race or religion.
- Each child attending camp is of equal value and is entitled to equal access of opportunity.
- We operate a zero tolerance policy on discrimination or bullying of any kind. Please refer to our Code of Conduct below for more information.
- Lumen Summer Camp has legal obligations in relation to Child Protection.
- As a caring organisation, any suggestion of child abuse or neglect will be investigated and reported to our regulator, Ofsted, or other official agencies.

Data Protection

- We will use your details to contact you via email/mail or text with information about the Camp prior to the 29th July and while it is in operation. We will also contact you to invite you to take part in a parent Camp survey so that you have an opportunity to provide feedback on the service provided.
- Lumen Summer Camp adheres to the General Data Protection Regulation (GDPR) which took effect from 25th May 2018. In response to the associated changes to data protection legislation, Lumen Learning Trust's notices and policies regarding the processing of personal data reflect these requirements. These documents can be found on our website 'About Us' tab at www.lumenlearningtrust.co.uk and apply to Trust activities as well as individual schools within the Trust.

Parent Feedback

- If you have concerns or suggestions, please tell us; we value your feedback and use it to develop and improve our services.
- If you have a concern regarding camp, this should initially be raised with your child's Camp Leader.
- If you are unable to resolve the issue, the Head of Finance and Operations of the Lumen Learning Trust will be advised, and will attempt to resolve the issue to your satisfaction.

- If you are still unsatisfied and wish to make an official complaint, then please submit a written complaint, following the procedure laid out in the Lumen Learning Trust complaints policy.
- Failing that you can contact Ofsted, our regulator, quoting the relevant site's registration number (as displayed at camp).
- If your concern regards a safeguarding issue, please contact summercamps@lumenlearningtrust.co.uk. Please note that this email will be checked regularly and is accessible by several people.

LUMEN SUMMER CAMP BEHAVIOUR CODE OF CONDUCT

- Lumen Summer Camp encourages a relaxed atmosphere on Camp and aims to promote positive behaviour at all times.
- We require every parent and child booking a place to consent to our Code of Conduct agreement, contained below.
- Failure to agree to the Code of Conduct agreement will result in immediate removal of the child from the Camp.
- We have a responsibility for ensuring the well-being and safety of all children in our care and have approved procedures for managing behaviour.
- Lumen Summer Camp 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. No refund will be made for any remaining days booked, and any costs associated with the exclusion, including transport home, will be the parents' responsibility.

By making a booking within our online system both the parent/s and child understands and agrees to our Code of Conduct. This ensures that both the adult and child understand the conduct expected as well the sanctions that will be implemented where rules are not followed.

Parental Conduct

For our Code of Conduct to work and help to ensure the best outcomes for our children, everybody needs to respect the professional relationships required at the Summer Camp. Our staff work to the highest expectations of professional conduct and are held to account should their behaviour fall short of our expectations. We therefore ask that all parents frame questions and concerns in a calm and respectful manner to prevent parental behaviour becoming an issue in itself.

I agree to:

- Make sure my child is at Summer Camp and collected on time or at the collection/drop-off service on time.
- Help my child to keep the behaviour expectations set by the Summer Camp.
- Support my child in understanding how to respond appropriately to reasonable requests.
- Inform the Summer Camp promptly if there are any problems that may affect my child's attendance or participation.
- Speak to the Summer Camp administrator in the first instance if I have a concern and use the appropriate escalation policy to achieve a resolution to that concern, rather than via other means (e.g. social media).
- Help my child to be organised about the clothing and packed lunch they need.
- Make sure my child wears appropriate clothing.
- Respect & trust the decisions made by the Summer Camp regarding my child's provision, including allocation to activities.
- Read and respond when necessary to communication which comes from the Camp.

Child Conduct

I agree to:

- Always try to keep the promises we make in the Code of Behaviour.
- Respond appropriately to reasonable requests at all times.
- I will hand in my mobile device when I arrive at Camp each day.
- There will be no physical contact between any members of our Day Camp. This includes hitting, kicking, slapping, sitting on laps, carrying on back or shoulders, etc. There will also be no threats of physical contact or bodily harm.

- Possessions will only be handled by their owners. There will be no stealing or going through other people's belongings. All personal belongings will remain at home with the exception of lunches, snacks, any required changes of clothes, sun block and any medicine. Lunches, snacks and sun block will not be shared.
- Help my parents or carers to help me arrive at the Summer Camp on time.
- Tell one of the Summer Camp team if I have a problem.
- There will be no name-calling or teasing. Only positive dialogue will be allowed.
- I will be expected to participate in planned activities. There will be no sitting out unless given permission by my parent or guardian.
- My clothing must be appropriate. No skirts, see-through shirts, short-shorts, or clothing with inappropriate logos or writing. All clothing, including shoes must be worn at all times.

Summer Camp Staff Conduct

We agree to:

- Help the children understand expectations of behaviour which ensures a happy and successful environment at all times.
- Offer a broad, balanced and differentiated range of activities that meets the needs of every child.
- Celebrate individual children's efforts, achievements and successes.
- Ensure children's physical and social well-being at all times.
- Fully discharge our Safeguarding responsibilities with sensitivity and rigour.
- Create an environment where children feel they are listened to.
- Create an environment that supports open, honest, constructive dialogue about each child's performance and achievements, whilst respecting confidentiality issues.

Summer Camp Sanctions

Staff members will practise positive reinforcement and remain professional if they have to enforce sanctions. A calm and collected demeanour is expected. Anything less is unacceptable.

Level One: Verbal Warning

Level Two: Time Out

Level Three: Extended Time Out which may result in missing a timetabled activity

Level Four: Sent Home

Parents will be informed of poor behaviour in the following ways, dependent on the severity of the behaviour:

- Phone call home to explain actions
- Verbal report of actions that took place at the end of the day

We reserve the right to ask you to collect your child from Summer Camp during the day should the above conditions not be met. We reserve the right to withdraw your child from Summer Camp in severe or persistent cases of poor behaviour, this is at the discretion of the Summer Camp Leader. Please note that if your child is withdrawn from the Summer Camp due to poor choices and negative behaviour refunds will not be issued.