



Lumen Summer Camps

TERMS & CONDITIONS

Bookings

- All bookings will be confirmed when payment is received.
- Selecting a payment type and confirming an order is regarded as acceptance of our booking conditions.
- 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 Camps.
- Deposits are non-refundable.
- Deposits are calculated as £10 per day per child for each booking.
- Lumen Summer Camps accepts payment by credit or debit card and childcare vouchers. Please note we do not accept American Express.
- Full payment must be received for all bookings within 14 days of receiving your Information Pack.
- Completed child registration forms must be received 14 days before attending Lumen Summer Camps, or your child will be unable to attend camp.
- If your booking is made with less than 14 days' notice before the start date of camp please bring your Letter of confirmation to show the Camp Leader.
- Lumen Summer Camps accepts all childcare vouchers as a form of payment for bookings.
- Lunch is not provided at the camp. You will need to supply your child with an adequate lunch. Healthy snacks such as fruit as well as water will be available during the day.
- All children with a booked place are required to have a good level of spoken English so that they can follow the instructions from the leaders and are able to communicate with the other children.

Pricing Discounts

- The best available price will always be offered to you at the time of booking.
- Lumen Summer Camps cannot apply discounts retrospectively and discounts must be applied at the time of booking.

Changing your Booking

- If you give us 21 or more days' notice you will be able to change your dates within the same holiday season, subject to availability, free of charge.
- If you give us less than 21 days' notice we will endeavour to change your dates within the same season (e.g. summer), subject to availability, on payment of a £10 amendment fee.
- Amendment fees will be applied to your account at the time of amends and need to be paid by credit or debit card.
- We are unable to make any changes with less than 14 days' notice.
- If you purchased a discounted Early Bird price, and wish to amend the dates booked, your booking will then be recalculated using the standard daily rate, which may result in an additional charge.

Cancelling your Booking

- If you give us at least 21 days' notice before the date(s) you would like to cancel, we will refund all monies paid, minus your deposit of £10 per child per day.
- If you give us less than 21 days' notice before the date(s) you would like to cancel, no refund is available.
- In the case of illness/injury, you may be able to recover some of your losses. Please refer to the section entitled Illness.
- Refunds will be processed from 1st September onwards.

- If you have paid by Childcare Vouchers and your voucher provider accepts refunds, you can request the refund to be returned to your provider.

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.

Adverse Weather Conditions

- In the unlikely case that we are unable to run the camp due to adverse weather conditions Lumen Summer Camps will offer a full refund or credit for another day.
- Lumen Summer Camps 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 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 Camps will inform parents via our website 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 on 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 Leader and team.
- The group age ranges are dependent on the number of children in attendance and may vary from the time of booking.

Extended Care and Late Pick-up

- Our standard hours for all camps and courses are 9.00am to 4.00pm.
- Doors close at 9.15am. If you will be arriving after this time, you must contact the Camp Leader to gain access.
- A pick-up window of 4.00-4.15pm is included within the standard price.
- All children must be picked up by 4.15pm if you have not purchased extended care.
- Our extended care hours are 8am till 9am or 4.00pm till 5.30pm.
- All children MUST be collected by 5.30pm.
- If for any reason you are unable to collect by 5.30pm, we ask that you call the Camp Leader 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 5.30pm 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.
- You can purchase extended care as and when you need it.
- If you have not purchased extended care and arrive outside of the standard hours, Lumen Summer Camps will charge you the extended care rate.

- You can cancel extended care up until 21 days before camp and receive a full refund, or amend extended care 21 days before camp for no extra charge.
- You will not receive a refund if you cancel extended care after camp starting.
- You may switch extended care between days.

Our collection and drop off service

- A collection and drop off service is available free of charge. This service must be booked in advance using our Consent and Contact Form found in the Information Pack.
- Due to Lumen insurer stipulations the minibus service cannot be used by any child aged 3 - 4 years of age. Children of this age must be dropped off and collected from our Echelford school site only.
- 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 Saxon Primary School, Shepperton and Riverbridge Primary School, Staines-upon-Thames.
- 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 Echelford school site. The responsible adult will be required to make their own arrangements to collect their child from this site. Lumen Summer Camps will not reimburse any additional travel costs incurred by the responsible adult.
- If a child returns to the Echelford school site Lumen Summer Camps will, at our discretion, charge the extended hours rate 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 Echelford school 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.

Friend Requests

- The Lumen Summer Camps ethos ensures that children will make new friends on camp. Camp groups fill up on a first-come, first-served basis. There is no guarantee that friends - or siblings - can always be placed together. Please note 3, 4 and 5 year olds cannot be moved up an age group due to being on the Ofsted Early Years Register.

Health Policy

- Lumen Summer Camps 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 Camps will only administer medication if it has been prescribed by a doctor or other health professional. This medication must be recorded on the Child Medical Needs Form contained within the Information Pack.
- There is no refund available in the case of illness/injury unless proved with a doctor's note. A daily deposit of £10 will be retained by Lumen Summer Camps for each day of illness.

Toilet training

- Lumen Summer Camps 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 company asks that the child is not booked onto camp.
- Lumen Summer Camps understands that accidents can happen, and suggests that younger children bring a change of clothes. Lumen Summer Camps may ask parents 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 Camps First Aid policies are in line with Ofsted recommendations.

Notice of Absence

- If a child is not attending a scheduled day on camp, parents/carers must telephone the Camp Administrator by latest 9.00am to allow us to update records.

Lost Property

- All personal items brought into the Camp must be named.
- Lumen Summer Camps is not liable for any lost or damaged property on camp.
- Lost property will remain on 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 school.

Photography and Video

- Please be aware that Lumen Summer Camps occasionally take photographs/videos of children on camp for promotional and informational material.
- If you do not wish your child to be photographed or filmed please ensure you record this accurately on the Consent & Contact Form contained within the Information Pack.

Mobile Phones and Electronic Devices

- All electrical devices are prohibited on camp. If found, children will be asked to place the device in the Camp Leader box which will be locked and secured at all times.
- Parents/Guardians are required to contact the Camp Leader if they wish to speak with their child during camp.
- Lumen Summer Camps will not take any responsibility for the damage or loss of any electronic devices that are brought onto camp.

Equal Opportunities and Child Protection

- Lumen Summer Camps 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 contained within the Information Pack for more information.
- Lumen Summer Camps 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.

Specific Needs and/or Medical Conditions

- Lumen Summer Camps 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 accurately on the Medical Needs Form and Child Needs Form any medical conditions and special educational needs or disabilities, 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 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.
- Lumen Summer Camps is unable to provide one to one support for children with additional needs.

Behaviour Code of Conduct

- Lumen Summer Camps 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 sign our Code of Conduct agreement contained within the Information Pack.
- Failure to sign 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 Camps 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.
- Full details of our behaviour policies and procedures can be found in our Code of Conduct agreement.

Data Protection

- We will use your details to contact you via email/mail or text with future information about our services.
- You may opt out of our mailing list if you wish at any stage.
- Lumen Summer Camps is registered under the Data Protection Act.

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, then the Marketing Manager 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, then please contact summercamp@lumenlearningtrust.co.uk. Please note that this email will be checked regularly and is accessible by several people.