



# Lumen Summer Camps

## TERMS & CONDITIONS 2019

### 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.
- Lumen Summer Camps accepts payment by credit (including American Express) or debit card and childcare vouchers.
- Child registration information must be completed before any sessions can be booked and paid for in the online booking portal.
- Lumen Summer Camps accepts all childcare vouchers as a form of payment for bookings.
- Lunch and snacks are not provided at the camp. You will need to supply your child with an adequate lunch and any required snacks. Drinking water will be available throughout 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.
- Bookings cannot be made within 48 hours of the required day session.

### 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 once the discounted price has ceased, 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 your monies paid, minus a daily cancellation fee of £10.00 per child per booking.
- 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, refunds cannot be applied.
- We reserve the right to process refunds from 1<sup>st</sup> September 2019 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](http://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.

## **Hours of operation and Late Pick-up**

- Our standard hours for the Camp is 8.30am to 4.30pm.
- Doors close at 8.45am. If you will be arriving after this time, you must contact the Camp Leader to gain access.
- A pick-up window of 4.30pm-5.00pm is included within the standard price.
- All children must be picked up by 5.00pm.
- If for any reason you are unable to collect by 5.00pm, 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 5.00pm to cover the additional staffing cost.
- If we have no contact from a parent/guardian by 5.30pm, 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.

## **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 online booking system.
- 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 Riverbridge Primary School, Park Avenue site, Staines and Echelford Primary School, Park Road, Ashford.
- 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 Camps will not reimburse any additional travel costs incurred by the responsible adult.
- If a child returns to the Summer Camp site Lumen Summer Camps 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.

### **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's Medical Needs tab contained within the booking and payment system.
- There is no refund available in the case of illness/injury.

### **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 Lumen Learning Trust 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.

## **Use of the Camp swimming pool**

- Our pool is 16 metres long by 7 metres wide. The depth is 1 metre throughout.
- A maximum of 37 children can use the pool at any one time.
- Every Camp attendee will have the opportunity to use the pool daily. The time of any swimming session may fluctuate each day depending upon the level of demand and other activities being run.
- When completing a booking for your child, we ask whether they can swim 25 metres.
  - If you say 'No' you must ensure that your child comes to Camp with a suitable buoyancy aid, clearly named.
  - If you answer 'Yes', please be advised that your child will need to demonstrate their ability to the lifeguard by confidently swimming 3 widths of the pool. If they put their feet down or display a lack of water confidence, they will need to come to Camp with a suitable buoyancy aid, clearly named before being able to use the pool.
- Please note, that a swimming cap must be worn at all times when using the pool. We ask that parents provide a swimming cap for their child.
- There will be a member of Lumen Camp staff present during all swimming activities.
- There will be a fully trained and accredited lifeguard present during all swimming activities.

## **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.
- 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.

## **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 any medical conditions and special educational needs or disabilities when registering their child online, 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.

## **Data Protection**

- We will use your details to contact you via email/mail or text with information about the Camp prior to 29<sup>th</sup> 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 Camps 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, the 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](http://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 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, then please contact [summercamps@lumenlearningtrust.co.uk](mailto:summercamps@lumenlearningtrust.co.uk). Please note that this email will be checked regularly and is accessible by several people.

## LUMEN SUMMER CAMPS 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 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 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.

**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 learning
- 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
- 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 practice positive reinforcement and remain professional if they have to enforce sanctions. A calm, collected, and cool demeanour is expected. Anything less is unacceptable.

Level One: Verbal Warning

Level Two: Time Out

Level Three: Loss of Privileges such as iPads and field trips

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.