

1. Bookings

- After booking a camp you will receive an email confirming your booking. Which is when the contract between us is formed.
- We do not accept American Express but accept payment by credit, debit card and childcare vouchers. You will be required to pay by a debit/credit card at the time of booking and we will reimburse you once we have received your vouchers. (please contact the Activity Camp Manager on 01242 705551 for further information on how to pay with vouchers). Please use your Surname and Customer ID as a reference. Allow 5 days for them to reach us.
- Payment for Cheltenham Activity Camps is due at the time the booking is made.
- Prices are liable to change at any time, but changes will not affect camps, which we have already sent a booking confirmation.
- Late Pick up Fee – £7.50 will be charged for every 15 minutes your child is left with us outside of scheduled times.
- Only one discount code (if available) can be used at any time and cannot be used in conjunction with any other offer. (Please contact the Activity Camp Manager for codes if you qualify for one)

2. Changing your booking

- Dates must be moved within the same holiday season subject to availability and it will be honoured on a first come first serve basis.
- If you break up a week into individual days, you are no longer eligible for a reduced weekly rate and will be required to pay the difference.
- We recommend the request to change days should be received by us within 10 days of your child starting camp. After this, there will be limited availability and your request may not be possible.
- Changes are not possible with less than 48 hours' notice.
- Please see cancelling your booking for our cancellation policy.

3. Cancelling your booking

- All cancellations must be made via email.
- Cancellations made more than 20 working days prior to the start of the camp we will refund 40% of the fee.
- Cancellations made between 19 and 6 working days prior to the camp we will refund 30% of the fee.
- Cancellations made less than 5 working days prior to the camp will not be eligible for a refund.
- No charge if only a change is made to the booking (e.g. dates)
- If you wish to cancel days within a week, we will then recalculate your booking at the daily rate which may result in an additional charge.

4. Venue cancellation

- We reserve the right that in exceptional circumstances we may have to cancel particular dates. This may include adverse weather conditions, low attendance or other unforeseen circumstances
- In this event, we will try to give those booked onto the programme at least 14 days' notice, but failing that, as much notice as possible and will offer a suitable alternative, if one is available, or a full refund all monies paid for the dates cancelled, if preferred.
 - We will endeavour to advise customers of any closure by means of email, text or notification on the Cheltenham Activity Camps website as soon as possible. The website will be updated with the most up to date information.
 - If the camp is open but the customer is unable to attend camp during adverse weather conditions, no refund will be applicable.

5. Extended Care and Late Pick-up

- Our standard hours for all camps are 10.00am to 4.15pm
- If you need care outside these hours, you must book our extended hours. You can book this up to and including the day your child attends camp.
- All children MUST be collected by 5.45pm.
- Please call if for any reason you are running late and unable to collect by 5.30 and two members of staff will wait with your child until he/she is collected.
- If after 1 hour we have no contact from a parent/guardian, we will contact Social Services to advise them we have an uncollected child.
- A late collection fee of £7.50 for every 15 minutes will be charged to cover additional staffing costs.
- Parents who continually pick up late will be refused future bookings.