



Terms and Conditions

Forbesy Camps Booking Terms and Conditions

When you book with Forbesy Camps, these Terms and Conditions and other information such as our Parents Guide and Policies and Procedures documents define the agreement between us and let you know what to expect from Forbesy Camps and what we expect from you. If you have any questions about our Terms and Conditions, please email us at admin@forbesycamps.com.

1. Bookings

Bookings are to be made online, via the link on our website, please contact our Coordinator at admin@forbesycamps.com if you need any assistance. Before your initial booking is made you will be asked to register on our booking system, you will only be asked to do this once. At the time of registering, you will be asked to read and accept these terms and conditions.

Once your booking has been made you will receive a confirmation email and a unique booking reference. Your booking is confirmed as soon as you receive your booking reference.

2. Payments

Forbesy Camps accepts payment by credit card, debit card, BACs, childcare vouchers and government tax free credits. We do not accept payment by cheque, American Express or PayPal.

All bookings must be paid in full prior to your camp start date. We understand that there are occasions where you maybe are awaiting funds to clear via your childcare vouchers, in these events please contact our Coordinator at admin@forbesycamps.com to make us aware of the payment date.

In the unlikely event that you have more than two booking payments outstanding and no contact has been made with our Coordinator at admin@forbesycamps.com to make arrangement, then no further bookings will be able to be made until payments have been received. Please be aware, any outstanding balances still owing after your child has attended camp maybe passed to a debt recovery agency.

For summer bookings of over £500, we offer a payment plan. Book your camp dates and then select the 'Summer Payment Plan' option. Once you have your booking reference, please email our Coordinator at admin@forbesycamps.com to arrange your payment plan.

3. Offers and Discounts

At Forbesy Camps we offer sibling discounts for any additional child/children booked with a full paying child, this will be deducted automatically on the system at checkout.

We also offer a 20% discount for a full 5-day week booking, please note that this is only applicable if you book the full 5-day week as one booking. Discounts cannot be applied to separate bookings.

4. Paying with Childcare Vouchers

Forbesy Camps accepts all childcare vouchers (CCVs) as a form of payment for bookings. Please be aware that cancelations and amendments before receiving payment will still be



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subject to full payment. After receiving your booking confirmation email, please contact your childcare voucher provider to make payment. With those paying via GRANT childcare vouchers, Forbesy Camps will arrange the invoice the week after camp has been attended, it is then your responsibility to log on to your account and pay immediately.

5. Changing your booking

You can move your dates within the same season (e.g. summer), subject to availability, provided you do so more than 14 days from your first camp date (it is not possible to move dates after the 14 days). To move your days, please contact our coordinator at admin@forbesycamps.com.

At Forbesy Camps we offer a Flexi ticket, which can be purchased at the time of booking, this allows you to amend your booking date right up to the last working day before your child is due to attend in any given week. Without this ticket we are unable to change your dates once you enter the 14 day period before camp.

6. Cancellations

If you give us at least 28 days' notice before the camp date(s) that you would like to cancel, we can offer you a credit note to be used against future bookings. We do not offer refunds. As we offer a discounted weekly price, if you wish to cancel a day(s) within a week, we will then recalculate your booking at the daily rate (at the time of your original booking) which may result in an additional charge.

If you give us less than 28 days' notice before the date(s) you would like to cancel, no refund or credit note is available.

If your child does not turn up for camp on the date booked, we will still require full payment. If for some reason payment has not already been made at this time, you will still be expected to make payment as soon as possible.

7. Extended Care

Our standard extended care hours are 7:30am to 8:30am and 3:30pm to 5:30pm and can be booked at an additional charge.

8. Flexi ticket

Forbesy Camps offers a Flexi ticket option on all bookings, adding this product allows you to make any changes or amendments to your booking dates up until the day before your camp start date. To make any amendments you will need to contact our Coordinator at admin@forbesycamps.com directly.

Flex tickets can be added to a booking no later than 14 days before the first day your child is due to attend. You must take out our Flex ticket for the whole booking.

If you chose not to use our Flex ticket option, all terms and conditions specified in section 6 will apply.

9. Your Child's Information

It is the responsibility of the person making the booking to ensure that all details provided are accurate, in particular full information about each child, including medical and other special educational needs, and emergency contact information. If we do not have all this information before camp starts, your children will not be allowed on camp.



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10. International Bookings

Children booked from overseas 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.

We require a local telephone contact number and address once you are in the UK, in case of an emergency.

11. Special Requirements

Forbesy 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 inform us of any medical conditions and special educational needs or disabilities, whether booking online or via email/text, 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.

Please contact our Welfare Manager, Kellie, on 07717582184 to discuss further and make arrangements.

We are not able to provide additional staff to support a child above our standard ratios of 1:8 for 3 year olds, 1:8 or 2:16 for 4 to 5 year olds, 1:14 for 6-7 year olds and 1:15 for 8 years old and over, irrespective of any specific needs or medical conditions. Where we feel that a child is not coping within these ratios, we reserve the right to ask the parent/carer to come and collect their child. No refund will be available.

Where a child does require one-to-one support, Forbesy Camps will permit parents/carers to attend camp to support their child, providing the Forbesy Camps safer recruitment standards are met.

We are happy to accommodate a child with specific needs on a paid trial basis and reserve the right to review further bookings.

12. Illness and First Aid

Forbesy 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. Forbesy Camps will only administer medication if it has been prescribed by a doctor or other health professional and a medical form has been provided by the parent/carer.

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 including EpiPens must be handed in to the Welfare Manager for safe-keeping. Forbesy Camps First Aid policies are in line with Ofsted recommendations.

13. Child Exclusion

Forbesy Camps has a responsibility for ensuring the well-being and safety of all children in our care and have approved procedures for managing behaviour. The company follows a



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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 either for the remainder of the day (part exclusion), or for the rest of the season (full exclusion). No refund will be made for any remaining days booked, and any costs associated with the exclusion will be the parents' responsibility. We reserve the right to exclude a child at any time prior to or during a session due to illness. The parent/carer will be expected to come and collect their child.

14. Late Pick-up

All children MUST be collected by 5:30pm (unless timings are otherwise specified at time of booking). If for any reason you are unable to collect by 5:30pm, we ask that you call the Camp Manager or Welfare Manager 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 as detailed below, to cover the additional staffing cost. If we have no contact from a parent/guardian by 6.30pm, 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. From 3:30pm – 5:30pm (for a Classic Day booking) you will be charged £10 for your full paying child and £5 for any additional child.

From 5:40pm to 6pm you will be charged £10 for your full paying child and £5 for any additional child.

For every 30 minutes after 6pm you will be charged £10 for your full paying child and £5 for any additional child.

15. Notice of Absence

If a child is not attending a scheduled day on camp, parents/carers must email the Coordinator to allow us to update records.

If your child does not turn up for camp on the date booked, we will still require full payment. If for some reason payment has not already been made at this time, you will still be expected to make payment as soon as possible.

16. Programme and activities

Activity programmes are subject to change in the event of unsuitable weather or other circumstances beyond our control. Timetables displayed on camp are a guide and are subject to change.

In exceptional circumstances we may have to cancel swimming, and in this event, we will try to give those booked onto this programme at least 48 hours' notice. We will offer a refund for card and cash bookings and a credit note for those paying via childcare vouchers, government tax free credits or previous credit notes.

17. Personal Property

All your child's personal property is your responsibility and Forbesy Camps is not liable for any lost or damaged property on camp. If you believe that your child has left an item on camp, please contact the Coordinator who will do their best to assist you. Left property will remain on camp until the last day of the season and should be collected before the last day. Unclaimed lost property will be taken back to Head Office and then donated to charity.



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18. Mobile Phones and Electronic Devices

All mobile phones and electrical devices are prohibited on camp. If found, children will be asked to place the device in the Camp Manager's box which will be locked and secured at all times. The device will be returned to the authorised parent/carer at the end of the session.

Please ensure your child does not bring mobile phones or electronic devices to camp, we cannot be held responsible for any loss.

19. Insurance

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

20. Photography / Filming

Please be aware that Forbesy Camps occasionally take photographs/video footage of children at camp for promotional reasons. You will have the option on your booking form to opt out of photos and filming, we will then ensure your request is carried out.

21. Parent Feedback / Complaints

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 our Camp Manager or Welfare Manager. In the unlikely event we are unable to resolve this issue together, you may wish to contact Ofsted on 0300 123 1231.

22. Safeguarding

Forbesy Camps has legal obligations in relation to safeguarding and any suggestion of child abuse or neglect will be investigated and reported to our regulator, Ofsted, or relevant local authorities and agencies.

23. Policies and Procedures

For our full policies and procedures document, please refer to our website www.forbesycamps.com

24. Data Protection

To process your booking, we need to collect personal details about you and your children. We will treat it as confidential and keep it secure, complying with all relevant UK legislation. We will use your email address and telephone number to contact you with information that relates to any bookings that you make and any information that we might need that relates to the welfare of your child. We would also like to use some of your details to tell you about our products and services, we will ask for your consent during the registration / booking process to be added to our mailing list. You may unsubscribe at any time.