



## Terms and conditions Activity Holiday Camps

- **Bookings**
  - Bookings for all RB Sports Activities services should be made in advance and full payment must be made at the time of booking. Bookings are taken on-line via the RB Gym & Sport website: [www.rbgymandsport.co.uk](http://www.rbgymandsport.co.uk).
  - Please note that making a booking is regarded as acceptance of our Terms and Conditions.
  
- **Pricing Discounts/offers**
  - The best available price will always be offered to you at the time of booking.
  
- **Holiday Activity camps multiple Days Discount**
  - The days which are the subject of the offer are days within the same calendar week. The offer cannot be used for single days and spread across different weeks.
  - If when You make Your Booking, you book fewer days in the same week than are detailed in the offer, you will not qualify for the Multiple Days Discount and You will either be required to pay the Pre-Booked Rate or the Pay on the Day Rate whichever is applicable at the time of Your Booking.
  
- **Pre-Booked Rate for Holiday Activity Camps**
  - Pre-Booked rates are valid until 5pm on the Friday in the week prior to the start of the Activity Camps Holiday Period.
  - If a Booking is made after this time, the Pay On the Day Rate will be payable.
  
- **Sign in and sign out of child/ren and Security**
  - RB Sports Activities work in line with Ofsted's requirements and have strict security procedures to ensure the safety of your child/ren is paramount at all times;
  - All children must be signed in and out at the start and end of the day.

Please Note: children will only be released into the care of nominated parents or carers detailed on their registration form. These actions follow the procedures set with in the RB Sports Activities Policy and Procedures.

- **Late collection of Child/ren**
  - In the event of a child/ren not being collected on time the following process will be followed:
  - A late fee will be charged per child if they are not collected within their booked hours or prior to the service closing.
  - For every 15 minutes, a child is uncollected after their pre-booked collection time a £5 charge will be incurred.
  - The late fee covers the cost of staff overtime to remain with the child. Parents are required to advise RB Sports Activities if they will be late collecting their child. This prevents both the staff and child from worrying.
  - Parents will be advised of the policy when picking the child up on the first late occasion.
  - The second late incident will incur a fine and the parent will be advised of this on collection of the child.



- The third late incident will incur a fine and a warning of immediate termination after the next occasion and the parent will be advised of this on collection of the child.
- Care for the child will be terminated immediately on the fourth late pick up.
- **Methods of Payment /fees**
  - All Fees and any Offer available to You are detailed on the Website and any Promotional Material. Where there is a difference between what is stated on the Website and any Promotional Material, information stated on the Website will prevail.
  - The amount to be paid by you will be detailed at the time of Booking.
  - RB Sports Activities accept payment via credit card, debit card.
  - If RB Sports Activities agrees to accept payment on the day for walk on bookings at a Site, payment is only accepted in the form of cash at the start of the Class, camp or club.
  - The above will be subject to availability and the discretion of the RB Sports Activity staff.
  - No new bookings will be accepted until the account has been paid in full.
- **Booking Confirmation**
  - All bookings will be confirmed by email
  - All bookings must be made using the booking form on the Website unless otherwise agreed between the Parties.
  - Following receipt of your Booking, RB Sports Activities will send You a Booking Email. Please ensure that your email address is supplied correctly at the time of Your Booking otherwise RB Sports Activities will be unable to send the Booking Email and Your child(ren)s place on Your chosen class/camp or club may not be guaranteed.
  - Upon receipt of the Booking Email, you must check this carefully to ensure the information contained within it (such as the dates and location booked and Your child(ren)s details are correct). If any information contained within the Booking Confirmation is incorrect You must inform RB Sports Activities within 7 days of receipt of Your Booking Email and RB Sports Activities will use all reasonable endeavors to make any changes required.
  - If You do not advise us within 7 days of receipt of the Booking Email of any inaccuracies, RB Sports Activities shall assume that the information contained within the Booking Email is correct and any changes or cancellation after this date shall be subject to the Changes and Cancellation terms as set out in these Terms.
  - If You have not received Your Booking Email from RB Sports Activities within 48 hours of making Your booking please contact RB Sports Activities on the contact details provided on the Website.
  - Please note that receipt of a Booking Email from RB Sports Activities does not constitute RB Sports Activities acceptance and confirmation of Your booking until once You have paid for Your booking in full.



- **Changes to your booking**

- Changes to Your Booking can be made up to the 14 days prior to the first start date as detailed in Your Booking.
- If You wish to make any changes less than 14 days prior to the first start date as detailed in Your Booking, RB Sports Activities reserves the right to charge You a £5 administration fee.
- Any requested changes are subject to availability and RB Sports Activities acceptance.
- If You wish to make any changes to Your Booking You must do so via email, contact details can be found on the Website. Please note that sending an email will not mean that Your Booking has been changed. Any changes will only be accepted and made once You have received an email reply to confirm the amendment.
- If You have booked a full week and wish to amend your booking so that You split the days across multiple weeks, you will be required to pay any extra Fee(s) incurred as a result. If You wish to make such a change you must contact RB Sports Activities as soon as possible.
- RB Sports Activities reserves the right to modify a programme due to adverse weather conditions, low attendance or other unforeseen circumstances on the day. If any such changes are made by RB Sports Activities this will not automatically give rise to any entitlement to a refund.

- **Cancellations**

- If You wish to cancel a booking up to 14 days before the date of the first day of Your Booking, RB Sports Activities will refund all monies for the dates you wish to cancel subject to the following:
- Please allow 10 working days for RB Sports Activities to process refunds.
- If You cancel less than 14 days before the first start date as detailed in Your Booking You will not be entitled to a refund, but RB Sports Activities may (at its discretion) place a credit on your account for use against future bookings.
- RB Sports Activities reserves the right to cancel sessions in advance due to low registration numbers, forecast adverse weather conditions or any other unforeseen circumstances, but will provide the customer with as much notice as possible.
- If RB Sports Activities Cancel a date we will refund all monies for the dates affected, or where possible offer alternatives
- Please note RB Sports Activities would not be liable for any other costs associated with the cancellation

- **Insurance**

RB Sports Activities has Public Liability insurance cover



- **Photography and Video**

Please be aware that RB Sports Activities, associated organisations and media outlets may occasionally take photographs/videos of activities and children within these settings for the sole purpose of use with promotional and informational material.

Parents/guardians that do not wish their child/ren to be photographed or filmed should share this information within the registration process.

- **Personal Property**

Valuable items should not be brought to RB Sports Activities services.

RB Sports Activities nor any of its staff, nor persons involved or related to RB Sports Activities accepts liability for the loss or damage of any item of personal/valuable property brought to any of its venues.

The carrying and use of mobile telephones, tablets, games consoles and social media by attendees are strictly prohibited at RB Sports Activities. If a child is found to be carrying such items RB Sports Activities reserves the right to confiscate it until the end of the session.

We advise parents to ensure that all bags and clothing are clearly labelled with the child's name.

- **Complaints procedure**

- RB Sports Activities complaints procedure is set out on the Website.
- If You do have any concerns, please speak to a member of staff at the Site who will attempt to resolve the matter for You.
- If it would be more appropriate to put the compliment, suggestion, concern or complaint in writing rather than directly approaching a member of the team, then please feel free to email us on the contact details given on the Website or Promotional Material to discuss Your concerns.

- **Liability**

- RB Sports Activities will use reasonable endeavours to avoid injuries being suffered by those attending any Activity Camps, clubs or classes. However, due to the nature of some of the activities undertaken by attendees there is an inherent risk of injury for those participating in Activity Camps, clubs and Classes.
- By making a Booking and payment and or signing the consent forms, you confirm that you are the parent or guardian of the child(ren) who are the subject of the Booking and have custody and control of them and you confirm that you have read and accept all of our Terms and Conditions.

Nothing in these Terms will:

- limit or exclude the liability of a party for death or personal injury resulting from negligence
- limit or exclude the liability of a party for fraud or fraudulent misrepresentation by that party;
- limit any liability of a party in any way that is not permitted under applicable law; or exclude any liability of a party that may not be excluded under applicable law.