



CAMP BEAUMONT BOOKING CONDITIONS

When you make a booking with Camp Beaumont we enter into an agreement which is based on our booking conditions as well as other information contained within our online Parent Information and FAQs. It is important that we build a positive relationship, and we know what to expect from each other. You should have high expectations from Camp Beaumont, if things go wrong or we do not quite meet these expectations, for any reason, we will work hard to put things right – you can discuss your booking with our Customer Experience Team via 01603851000, customerexperience@campbeaumont.co.uk or the Live Chat feature on our website.

1. PAYMENT TERMS AND BOOKING CONFIRMATION

1.1. The agreement between you and Camp Beaumont will commence when payment is made, in part or in full, and is when these booking conditions take effect from. The agreement is between Camp Beaumont and the person who made the booking, if this person is not the parent or guardian of the child(ren) attending then it is your responsibility to ensure they understand these booking conditions. Bookings made online, via phone or via email will be confirmed by email.

1.2. Your booking confirmation will include what you have booked, please check it, including the **dates, location and child details**. Responsibility for all booking details lies with the person making the booking. Consumer Rights - as you're booking a service with specific dates, the 14-day cooling off period does not apply, however if your confirmation is not what you expected please tell us within 48 hours. We'll change it if we can or refund you if we can't. After 48 hours our normal cancellation and booking amendment terms will apply, dependent on if you have added Camp Beaumont FLEX to your booking or not.

1.3. Camp Beaumont accepts payment by all major debit/credit cards, mobile payment via Apple Pay and Google Pay, childcare vouchers, Tax Free childcare and Klarna payment plans. Payment via Cheque, Bank Transfer and Paypal or similar payment services are not accepted. There are no charges for debit/credit cards and Camp Beaumont does not store any card details.

1.4. Klarna payment plans allow you to either pay in 3 interest free monthly payments or pay later in 30 days interest free. You must be 18+ to use this credit offer. Klarna uses soft searches with credit reference agencies. These do not affect your credit rating. Missed payments can affect your ability to use Klarna. Pay later complete [terms](#). Pay in 3 installments complete [terms](#). If you choose to pay via Klarna then you will be entering into a credit agreement with Klarna and should you have any problems with payments, you should contact them directly.

2. TAX FREE CHILDCARE AND CHILDCARE VOUCHERS

2.1 When making a payment via childcare vouchers please allow 5-7 days for these to reach our account and please use your booking reference as the payment reference. If paying via Tax Free childcare, when you send your payment please notify customerexperience@campbeaumont.co.uk with the long number ending in TFC so we can identify and allocate your payment.

2.2 **If booking within 96 hours of booking start date you will be required to pay by credit/debit card at time of booking.** We can then reimburse your credit/debit card once we receive your Childcare Voucher/Tax Free childcare payment. Please ensure your Childcare Vouchers/Tax Free childcare payments are sent within 7 days of making the booking. Frequent payment reminders will be sent until payment is received.

2.3 All balances must be cleared before children attend camp otherwise your booking may be cancelled.

3. PRICING, DISCOUNTS & OFFERS

3.1 All current pricing is displayed clearly on the Camp Beaumont website and will indicate what the current saving is against our rack rate. The rack rate is our normal pricing before any discounts are applied, our rack rate is usually applied when there is limited availability, or we are within that week of delivery.

3.2 We operate a dynamic pricing policy which calculates the price based on existing capacity at each location up to our rack rate. This means that the less spaces we have remaining the higher the price at each individual location. This means the earlier you book the better the price and various promotions such as 'Book early and save' and 'When it's gone its gone' are designed to encourage this. However, various promotions are run throughout the year, which could mean that the current price is less than what you paid originally.

3.3 We are unable to apply an offer price to any booking retrospectively, so if the current price is less than what you paid originally then you will not be entitled to a refund on the difference.

3.4 All discount codes must be applied at the time of booking and cannot be applied retrospectively.

3.5 Camp Beaumont reserves the right to surcharge published prices if there is an increase in the rate of VAT above 20% prior to the commencement of the holiday.

4. BOOKING AMENDMENTS AND CANCELLATIONS

4.1 When booking with Camp Beaumont you have the option to add *Camp Beaumont FLEX* at £4 per child per day which will give you much more flexibility with amending and cancelling part or all of your booking as well as illness protection when your child is at camp.

NON-FLEX BOOKINGS

4.2 If you have NOT selected to add Camp Beaumont FLEX to your booking, then our standard terms and conditions apply. Within our standard terms and conditions all bookings are non-refundable at point of booking subject to your consumer rights detailed within 1.2.

4.2.1 You can amend or reschedule your booking up to 14 days in advance of the first day of your booking subject to availability. In this instance you will be required to pay the difference between your original booking and the advertised price at time of amendment or reschedule. If the new price is lower than what you originally paid you will not be entitled to a refund or credit note for the difference.

4.2.2 Bookings can only be amended or rescheduled once and must remain within the same calendar year as the original booking.

4.2.3 You cannot amend or reschedule your booking within 14 days of the first day of your booking under any circumstance.

4.2.4 You do not have any illness protection included, so if your child is absent for any reason from camp you are unable to claim a refund or credit note for part of or the full cost of the days missed under any circumstance.

CAMP BEAUMONT FLEX BOOKINGS

4.3 If you have added Camp Beaumont FLEX to your booking at the time of booking, then our FLEX terms and conditions apply.

4.3.1 Camp Beaumont FLEX is charged at an additional £4 per child per day and must be taken for every day that your child is booked for. This charge is non-refundable should you wish to make amendments, reschedule, cancel or use the illness protection cover.

4.3.2 You are able to amend or reschedule your booking up until one working day prior to the first day of your booking subject to availability. You will not pay the difference between your original booking rate and the advertised price at time of the reschedule. If you would like to add additional days or products to an existing booking these will be charged at the advertised rate at the time of the amendment to your original booking.

4.3.3 Bookings can only be amended or rescheduled once and must remain within the same calendar year as the original booking.

4.3.4 You are able to cancel for any reason up until one working day prior to the first day of your booking. All cancellations need to be made by emailing – customerexperience@campbeaumont.co.uk – or calling – 01603 851000 - the Camp Beaumont Customer Experience Team. A refund or credit will be issued for the value of the cancelled days minus the FLEX fee of £4 per day.

4.3.5 You have any illness protection included, so if your child is absent from Camp through illness or injury we will look to reschedule, offer credit or refund any days missed minus the FLEX fee of £4 per day. You can self-certify absence for up to two consecutive days, for any absence greater than two days we will require a doctor's note issued within 14 days of the first date of the illness. To make a claim you are required to complete a FLEX Illness Claim Form and email it to customerexperience@campbeaumont.co.uk within 14 days of the date of the first absence. This will be assessed by the Customer Experience Team within 2 working days of receipt and when approved you will receive your refund, minus the FLEX fee of £4 per child per day, to the original payment method within 10 working days.

4.3.6 All refunds will be processed to the original payment method within 10 working days of approval.

4.3.7 Credit notes have a validity of 12 months from the date of issue and cannot be redeemed after the expiry date. Credit notes can be used as full payment or part payment towards a Camp Beaumont holiday camp product or service. Credit notes are non-transferrable and cannot be exchanged for cash.

4.3.8 Camp Beaumont FLEX is not an insurance product and will not cover any expenses or fees associated with illness or injury whilst at camp. You should check to ensure your own travel insurance covers your child's Camp Beaumont booking in this regard.

4.3.9 Camp Beaumont reserves the right, at its sole discretion, to modify, replace, or discontinue Camp Beaumont FLEX via our website and booking system at any time without prior notice. This may include ceasing to make Camp Beaumont FLEX available due to market conditions, product discontinuation, or product unavailability. We are not liable to you or any third party for any modification, price change, suspension, or discontinuance of Camp Beaumont FLEX.

4.4 We reserve the right to make changes to the booking which are required to conform to any applicable safety or other statutory requirements, or which are not of a material nature.

5. PROGRAMME & ACTIVITY AMMENDMENTS

5.1 Not all activities appear on the timetable daily, therefore if you are booking individual days, we cannot guarantee specific activities on specific days. We have more activities than we deliver in a standard weekly programme, whilst we try to tailor these on a day to day basis to the group, we are unable to guarantee that your child will take part in a specific activity.

5.2 Itineraries, programmes and transportation services are subject to alteration due to weather or operational factors beyond our control and we reserve the right to substitute alternative itinerary other facilities or services of reasonably equal or better standard without prior notice or liability and without any alteration to the price.

5.3 Specialist activities and transport routes are subject to minimum numbers and availability. We reserve the right to withdraw or substitute any of these services where we consider there are insufficient numbers to reasonably facilitate them.

5.4 Material changes may be necessary by reason of prevailing weather conditions, operational considerations and matters beyond our control. Accordingly, we reserve the right to make changes which are of a material nature and in such circumstances we will inform you as soon as reasonably possible. In such event you shall have the following options: (a) to accept the change (subject to paying any additional charges in respect of any resulting variation in the price) in which case the contract shall be deemed as varied accordingly; or (b) to book a substituted programme using the credit for the price (or that part of the price attributable to the affected programme) which we shall provide to you; or (c) to cancel the booking or such part of the booking as is affected by a material change.

5.5 Without prejudice to any other right or remedy available to us we shall be entitled to cancel the contract without any liability in the following circumstances: (a) if you do not pay the price in full in accordance with the payment dates; or (b) if you fail to provide any information requested by us; or (c) if any of the circumstances specified in clause 6.4 or 6.9 apply; or (d) if we in our sole discretion consider that the holiday is unsuitable for your child. In the event of cancellation under this clause 5.8 you will not be eligible for a refund of any monies owed. The date of cancellation shall be deemed to be the date upon which we provide you with notice of cancellation.

6. YOUR RESPONSIBILITIES

6.1 Participation in activities requires individuals to be in good health and have a reasonable basic level of fitness and a willingness to take part.

6.2 You will be required to complete the 'child information questions' at time of booking or by logging into your account once booking has been made. This must be completed BEFORE we can accept your child at camp. We reserve the right to exclude any child arriving at camp where completed child information questions have not been completed prior to their arrival at camp.

6.3 Children will be required to ensure that their behavior is compatible with the orderly conduct of activities and that minimal disturbance to other visitors is caused and children are required at all times to follow the verbal and/or written instructions of our staff.

6.4 Children are required to be fully toilet trained and out of nappies/pull ups prior to attending one of our camps. We reserve the right to exclude a child if during their time at camp in our opinion this is not the case based on multiple toileting incidents during their time on camp.

6.5 You and your child shall at all times take such precautions as shall be necessary and/or as maybe reasonably required by us to prevent or restrict the spread of infectious or contagious diseases e.g., chicken pox, gastro enteritis, covid-19. In particular (and without limitation) you are required to advise us if your child has suffered from or been in contact with other persons or animals suffering from infectious or contagious diseases representing any threat to human health within the period of 4 weeks prior to the arrival date at Camp in which case we shall be entitled to cancel the booking of the child and the appropriate cancellation charges applied.

6.6 We reserve the right to decline to accept or to cancel any booking or exclude any child at any time prior to the arrival date or between the first date and the last date of the booking, if in our reasonable opinion the behavior of that child is or may be disruptive, dangerous, inappropriate or incompatible with the general enjoyment of other visitors. This may include when a child presents with a special educational requirement which was not disclosed prior to arrival. If we exclude a child, the parent will not be entitled to a refund for any unused portion of the programme. Behavior deemed inappropriate may include but is not limited to:-

- Leaving the site unless accompanied by a member of our staff;
- Threatening behavior including offensive or insulting language to other visitors or our staff;

- Suspected involvement with drugs or alcohol;
- Fostering an inappropriate relationship with another camper;
- Willfully leaving allocated areas without good reason;
- Inappropriate use of mobile phones, cameras or video equipment;
- Theft, vandalism or illegal activities;
- Inappropriate behavior;
- Bullying (in any form) which adversely affects the enjoyment of other visitors.
- Injury to staff.

All children are expected to abide by these rules and conditions.

You must arrange for your child to be collected as soon as reasonably possible from when we contacted you. Any additional costs so incurred shall be entirely your responsibility and you shall reimburse any costs reasonably incurred by us in connection with the exclusion of your child (to include costs of arranging alternative care and/ or transportation). A refusal to collect your child at the camps request will result in a notification to the Head of Safeguarding who will follow the safeguarding procedures.

6.7 It is your responsibility to inform us at the time of booking or as soon as You become aware of any actual or anticipated disabilities, social or behavioral problems or circumstances (including details of past experiences) affecting your child where such problems or circumstances may affect your child's stay (including the provision of any transportation services), the stay of other visitors and the ability of our staff to support your child appropriately. This may include but is not limited to mobility or medical problems, diagnosed conditions such as ADHD or Asperger's Syndrome, past difficulties experienced such as being excluded from school or extended periods being cared for away from parents. If we believe that we need to make reasonable adjustments to our usual programme or pastoral care or transportation arrangements of a child we will carefully consider matters with reference to social compatibility, physical access, successful participation and health and safety. All information provided will be treated sensitively and confidentially. We are committed to making our holidays accessible to as many guests as possible but very occasionally we may not be able to provide the service required. Where such information is provided to us promptly and as required under these conditions and we cancel any booking made you shall be entitled to a full refund of any deposit or part of the price relating to the affected part of the booking.

6.8 If a child has any additional needs and/or a Educational Health Care Plan (EHC), you must notify us at the point of booking. The additional needs and/or EHCP will need to be disclosed to us before your child's stay. We reserve the right to cancel a booking if we cannot successfully meet the needs of the child. The health, safety and welfare is of paramount importance. If under this clause (6.8) that we have to cancel a booking we will provide a full refund.

6.9 We reserve the right to exclude any child or cancel the booking for any child at any time prior to the arrival date or between the arrival date and the departure date if we in our absolute discretion have reason to believe that important information has not been provided to us. In such circumstances Cancellation Charges shall be payable as set out in clause 4.

6.10 Supervised off-site visits are included if you book one of the Epic Week programmes with an excursion included. If you do not wish your child to participate in such off-site visits it will be your responsibility to inform us prior to the arrival date.

6.11 **Late Collections:** Camp Beaumont is only registered to have children onsite between 0800 and 1800. Any children collected after 1800 will have a £5 per child per five minutes applied on collection. Please note that we may exclude a child or children for persistent late collection.

7. COMPLAINTS

If any problem is experienced between the arrival date and the departure date the matter should be immediately reported to the Camp Manager to allow us the opportunity to rectify any problem raised. If it is not resolved you should write to us within 28 days of the your child's final day and we will endeavor to find a satisfactory solution. You can find full details of our complaint's procedure on our website at www.campbeaumont.co.uk/contact-us/complaints.

8. LIABILITY

8.1 Our liability hereunder (except in respect of death or personal injury caused by our negligence or that of our employees or agents which is not limited or excluded by these conditions) for any delay in performing or any failure to perform any of our obligations in relation to the booking shall be limited to the excess (if any) of the cost to you in the cheapest available market of similar services to replace those not performed over the price.

8.2 In all cases except where personal injury, illness, or death results our liability is limited to a maximum of twice the price (excluding insurance premiums and amendment charges).

8.3 Except in respect of death or personal injury caused by our negligence or that of our employees or agents we shall not be liable to you by reason of any representation or any implied warranty condition or other term or any duty at common law or under the express terms of the contract for any consequential loss or damage, (whether for loss of profit or otherwise) costs, expenses, or other claims for consequential compensation whatsoever (and whether caused by our negligence or that of Camp Beaumont's employees or agents or otherwise) which arise out of or in connection with the booking except as expressly provided in the conditions.

8.4 Subject as expressly provided in these conditions all warranties, conditions, or other terms implied by statute or common law are excluded to the fullest extent permitted by law.

8.5 You shall indemnify us and keep us indemnified from and against any and all direct and indirect loss, damage, costs, claims, demands, or liability (whether criminal or civil) arising out of any injury or other loss to us or our employees, guests, visitors, or agents resulting from your negligence or breach of the contract unless we are liable for the same under these conditions.

9. PERSONAL PROPERTY

9.1 You and Your Child must take all appropriate measures for the protection and security of any valuables, baggage or other personal possessions.

9.2 We accept no liability for loss or damage to valuable, baggage or personal property unless such loss or damage is proven to be due to our negligence or that of our employees.

9.3 If any personal possessions are missing when your child leaves camp please let the Camp Manager know about immediately as there may still be time to find the missing property before camp closes down at the end of the season. Expensive and treasured items such as mobile phones, jewelry, CD players, mp3 players, I-pods, personal video games, digital cameras, designer clothes shoes/trainers etc. should not be brought to camp as they are unnecessary and inappropriate on a multi-activity camp.

9.4 We are unable to accept responsibility for mobile phones should they be lost or damaged at Camp. We have a strict no mobile phone policy and all children are required to ensure these are kept in their bags at all times whilst at camp.

10. FORCE MAJEURE

We shall not be liable for any delay in performing or failure to perform any obligation (including auctioning any alteration or cancellation) due to any cause beyond our reasonable control including strikes, lock-outs, labor disputes, shortages of personnel, act of God, war, riot, civil commotion, terrorism, malicious damage, threats to safety, compliance with any law or governmental order, rule, regulation or direction, accident, environmental contamination, pandemic outbreak of disease, breakdown of plant or machinery, fire, flood, storm, difficulty or increased expense in obtaining workmen, materials, goods or raw materials in connection with the performance of this agreement.

11. PHOTOGRAPHY, MARKETING AND THE INTERNET

11.1 To ensure that our marketing materials give an accurate and honest impression of our camps. We use images of children attending previous camps in our marketing. If you do not wish images of your child to appear in our future marketing materials, please inform us via the child information question in your parent account prior to the arrival date so that we can ensure that your child is not included within any photographs which may later be used for marketing purposes.

11.2 Inappropriate use of or sharing of images or videos taken at camp is not permitted and may result in your child being excluded from camp.

12. DATA PROTECTION

Personal information requested during the booking process is held digitally via our booking system and used by us in connection with the booking. Where necessary we share personal information with our employees, agents, subcontractors, franchisees and other third parties for the purpose of fulfilling our obligations under the contract. We take full responsibility for ensuring that proper security measures are in place to protect personal information. Please note the provisions of clause 11 in relation to the use of photographs.

13. GENERAL

13.1 The headings in the conditions are for convenience only and shall not affect their interpretation.

13.2 We may perform any of our obligations or exercise any of our rights hereunder by ourselves or through our employee's agent's franchisees subcontractors or affiliates.

13.3 No waiver by us of any breach of the contract by you shall be considered as a waiver of any subsequent breach of the same or other provision.

13.4 No failure by us to exercise any power given to us or to insist upon strict compliance by you with any obligation hereunder and no custom or practice of the parties at variance with these conditions shall constitute any waiver of any of our rights under the contract.

13.5 No person who is not a party to this contract has any rights under the contracts (Rights of Third Parties) Act 1999 to enforce any of these conditions, but this does not affect any right or remedy of a third party which exists or is available apart from under that act.

13.6 If any provision of these conditions is held by any competent authority to be invalid or unenforceable in whole or in part that provisions shall apply with the minimum variation necessary to ensure enforceability and the validity of the other provisions of these conditions and the remainder of the provisions in question shall not be affected thereby.

13.7 The contract shall be governed by the laws of England and subject to the jurisdiction of the English courts.

1 December 2023