

Terms & Conditions of your Day Camp booking

Dear Parents,

For us it is very important that your child's time with Xplore is fun and every aspect is a great success. We will take care of your child at all times, ensuring that they have a safe and enjoyable experience. Please see below for our Day Camp Terms and Conditions. It is important to read them carefully and contact us should you have any questions.

1. Booking and Payments

Booking with Xplore is regarded as acceptance of these terms and conditions.

We only accept online bookings which can be made via our website and payment is required in full at time of booking. All booking correspondence will be via email; therefore, it is the customers responsibility to correctly provide this information.

1.1 Payment by Childcare Vouchers

We recognise that payment via Childcare Vouchers may take a few days to process.

Upon booking you will be given the relevant provider information to make a payment, please ensure that full payment is made within 24 hours of booking. Xplore will send out a payment confirmation via email once payment has been received.

2. Child Information

It is the responsibility of the parent(s)/guardian(s) to fully advise Xplore of any disability, social or behavioural problem that the child has or recently had which might affect them or others during their time with us. If your child has additional needs, we are happy to discuss how we can accommodate them at camp.

We endeavour to offer the opportunity for all children to attend camp however this can only be achieved if we have the correct information about a child's needs on booking.

Unfortunately, Xplore is unable to provide 1:1 support for children with additional needs. We are happy for children with 1:1 support to join us if this can be organised or provided by the parent/guardian, however Xplore cannot take responsibility for children and carers following Covid-19 guidance.

3. Changes or cancellations

Any alterations or additions to your booking can be made in writing by emailing info@xploreactivitycamps.com. Xplore reserves the right to make an administration charge in such circumstances.

3.1 Changes or cancellations by Xplore

In exceptional circumstances we may have to cancel particular dates.

In such circumstances, we will try to offer a suitable alternative where possible/if available, or refund all monies paid for the dates affected, if we are not able in our opinion to offer an alternative that is sufficiently comparable.

We reserve the right to terminate a child's stay if a child proves incompatible with the general well-being of camp and others. In such circumstances no refund will be made for any remaining days booked, and any costs associated with the exclusion (including transport home) will be the parent(s)/guardian(s) responsibility.

General behaviour that we do not tolerate includes but is not limited to:

- Buying and/or consumption of alcohol, cigarettes, drugs, etc
- Entering areas of the site designated out of bounds
- Theft and illegal activities
- Threatening behaviour, bullying, offensive or insulting language to staff or guests
- Anti-social behaviour affecting other people's enjoyment at camp
- Leaving the site unless accompanied by a member of staff

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We also reserve the right to not accept a child in our care if full information about medical or physical conditions or behavioural matters is not provided at the time of booking and they are deemed incompatible with the well-being of the camp and others. In such circumstances no refund will be made for any remaining days booked, and any costs associated with the exclusion (including transport home) will be the parent(s)/guardian(s) responsibility.

3.2 Changes by Customer

Because we have planned activities that require us to staff accordingly, we are not able to provide refunds for missed days.

Providing we have the relevant availability and you request your change at least 48 hours before your child starts camp, we can change your dates. (Please note, camps are booked as weeks, therefore you can change one week for another week).

We are unable to make any changes with less than 48 hours' notice (working days only - this does not include weekends). For example, we cannot process changes for Monday if we find out on the Friday, before therefore if you need to change a booking, please ensure to let us know by Wednesday 5pm the week prior.

3.3 Cancellation by Customer

If you give at least 48 (working) hours' notice before the dates you would like to cancel, we will refund all monies paid, minus a £25 administration fee.

If you give us less than 48 (working) hours; notice before the dates you would like to cancel, we regret that no refund is available.

3.3.1 Cancellation due to Covid-19

Should you need to cancel due to either your child or someone in your household contracting Covid-19, then we will also offer a full refund upon a medical note being provided.

4. Illness

For your child's safety and to protect other children, please do not send your child if he/she is ill.

In the event of a child being unwell on a day they are booked at camp, unfortunately because we have planned activities and need to staff appropriately, we are not able to provide refunds for missed days.

4.1 Covid-19

If a child become ill or shows symptoms whilst in Xplore's care

If your child shows any Covid-19 symptoms whilst in our care (high temperature, new continuous cough), they must be sent home, so we will contact you immediately to pick them up. Government guidance then states your child must self-isolate for 7 days.

If another child has shown symptoms and has been sent home, we will notify the other parents with children in the same bubble. There is no need to remove or cancel children from camp who have not shown any symptoms.

If a child is awaiting collection, they should be moved, if possible, to a room where they can be isolated behind a closed door, depending on the age of the child and with appropriate adult supervision if required. Ideally, a window should be opened for ventilation. If it is not possible to isolate them, move them to an area which is at least 2 metres away from other people. If they need to go to the bathroom while waiting to be collected, they should use a separate bathroom if possible. The bathroom should be cleaned and disinfected using standard cleaning products before being used by anyone else.

PPE should be worn by staff caring for the child while they await collection if a distance of 2 metres cannot be maintained (such as for a very young child or a child with complex needs). In an emergency, call 999 if they are seriously ill or injured or their life is at risk. Do not visit the GP, pharmacy, urgent care centre or a hospital.

If a child becomes ill or shows symptoms at home

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If your child starts to show any Covid-19 symptoms at home, please do not attempt to bring them to camp.

If a family member becomes ill or shows symptoms at home.

As set out by Government guidance, if household members show any symptoms of Covid-19, the household must self-isolate for 14 days. Please do not attempt to bring your child to camp if a member of your household shows any symptoms.

5. First Aid

In the event of an accident, Xplore will administer first aid unless advised to the contrary.

In the event of a medical emergency, we will make every effort to contact Parents/Guardians before arranging medical treatment. If this is not possible, we will inform you at the earliest possible time afterwards.

At each camp we have qualified and experienced first-aiders available. If our first aiders deem it necessary, further advice will be sought from local doctors.

Medicines, other than inhalers, are logged with the staff who then supervise and monitor their use. It is the responsibility of the parent/guardian to inform us of a child's dietary or medical requirements at the time of booking.

6. Refunds

Refunds and compensations will only be made if Xplore is proven to have been in breach of these terms and conditions and it is proven further that they were not capable of remedying that breach and as a result the child was withdrawn from camp.

7. Activities and Programming

Not every activity pictured on our website is available at every venue. Programmes are always subject to change. Please check activity details on our website to find out which activities are available where.

It is a condition of booking that parents must note any activities they wish their child to be excluded from; parental consent is otherwise assumed. It is the responsibility of the parent(s)/guardian(s) to inform Xplore of a child's swimming ability.

Popular or venue specific activities such as swimming, quad biking, river sports and roped activities are timetabled to a minimum of twice a week, where possible. Please note we cannot guarantee activities will fall on particular days.

Where any programme alterations are made for reasons of safety or inclement weather, we will always provide a suitable replacement.

8. Parent/Guardian Communication with Xplore Staff

We encourage parents and staff to communicate, as we believe it helps the whole experience get off to the best possible start. We would appreciate it if you are able to let us know if there is anything currently affecting your child so we can better meet their needs and help with interaction with others. We will keep personal information confidential.

Children must be dropped off between 8:30am and 9:00am and be picked up between 17:00 and 17:30 and be signed in and out by a parent or guardian.

Xplore has legal obligations in relation to child protection and Xplore will not release any child out of their care without a password chosen by the parent(s)/guardian(s).

9. Privacy Policy

Your privacy is very important to us. We save and use your personal data for any kind of correspondence in order to offer our services in the future only. Your data will not be passed on to a third party. By sending us your personal data and accepting the terms and conditions you confirm to agree with the usage of personal data. You have the right to withdraw your agreement at any time by

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information us in writing. Furthermore, you have the right to obtain information on data saved about you. In this case please contact us.

10. Photographs

Please be aware that we occasionally take photographs/videos of children on camp for our promotional material. If we are filming, a notice will be put up in the sign in area for you to view on arrival.

It is a condition of booking that parents must give notice if they wish their child to be excluded from photography; parental consent is otherwise assumed.

11. Liability

Please make sure everything has your child's name on it.

Xplore carries all legally required insurance affecting its customers and employees. These include public liability protection to the value of £5 million. Xplore strongly advises that no items of value are to be brought on to site. Your child's personal belongings are their responsibility during their stay with us. Xplore does not accept any liability for any accident, loss or damage to personal belongings (including electrical devices and jewellery).

If you wish for your child to carry a mobile phone, and they are seen using it inappropriately the Centre Manager will confiscate it until the end of that day

We also reserve the right to charge the parent(s)/guardian(s) for any damages/breakages that the child is deemed to have caused not as a result of an accident.

12. Staffing

Xplore operates a staff to child ratio on all activities. Generally speaking, we work to a ratio of 1:8 for children aged 9 and under and a ratio of 1:12 for children aged 10 and above.

12.1 Covid-19 Staffing and Ratios

We will be working in bubbles of no more than 1:8 for children aged 8 to 11 and 1:12 for children 12+. These bubbles will remain in place for the full week so we can reduce any potential transmission between children attending.

13. Safety

Our Public Liability Insurance covers all children under the care of Xplore.

Each activity session begins with the issuing of appropriate safety equipment and the safety briefing. For all activities, the appropriate safety equipment is provided for all participants. For example, harnesses or buoyancy aids.

Our equipment standards are high, and a logbook system is in place to monitor all safety-critical items.

14. Feedback – positive and negative

What really matters to Xplore is that every child has a great experience.

Please tell other parents if you are happy with your experience or why not go on to our Facebook page!

If you or your child/ren are not entirely satisfied with the service we provide, then we want to be the first to know. If we know, we can almost always resolve it on the spot!

If we hear of a problem after a child has left camp, we will make every effort to look into the matter but cannot change the situation after the event, so please talk to the members of staff at the centre promptly if you have any complaints.

All concerns should be raised initially with staff at your child's centre and then Head Office for more serious issues.

If there has been an issue at camp regarding your child, the staff at your child's centre will inform you and the other parents if it has affected them as well

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15. Host Organisation

As a member of the Advance Payments to Travel Agents (APTA) Guarantee Scheme, underwritten by Evolution Insurance Company Limited, Klub Group Limited complies with the requirements of the Package Travel, Package Holidays and Package Tours Regulations 1992.

In the event of Klub Groups insolvency, protection is provided for non-flight inclusive packages commencing in and returning to the UK and other non-flight packages excluding pre-arranged travel to and from your destination.

Please note that packages booked outside the UK are only protected when purchased directly with Klub Group Limited. In the above circumstance, if you have not yet travelled, you may claim a refund, or if you have already travelled, you may claim repatriations to the starting point of your non-flight package.



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