



Key Information

- 1) Once your booking (min. 2 days per Holiday Camp) is confirmed and paid for, it is non refundable.
- 2) For your booking to be accepted, your child must be toilet trained.
- 3) You are required to bring a packed lunch for your child (we operate a no nut policy).
- 4) You must ensure your child is dressed appropriately following our kit list. If they're not dressed properly, we may not be able to take your child.
- 5) We may be forced to close if there is very severe weather.
- 6) We ask all families to please label all child's items.
- 7) Please email hello@outdoorowls.co.uk for anything regarding your booking.



Transparency is always best so please do get in touch if you have any questions





HOLIDAY CAMP TERMS & CONDITIONS

General Information

Outdoor Owls (also referred to as “we” or “the nursery”) offer places to children based on the following Terms and Conditions (T&Cs).

When a parent (or guardian, also referred to as “you”) is officially offered a place for your child at the holiday camp you will be required to agree to these T&Cs and complete our booking Registration Form.

Please read the below T&Cs carefully before you accept a place. If anything is not clear to you or you would like to have any aspect further explained then please email us at hello@outdoorowls.co.uk

Please add this email address to your safe senders list to ensure that you receive important communications from us. We cannot be held responsible if emails containing important information are directed to your junk or spam folders.

Our Right to Make Changes to our T&Cs

These T&Cs are governed exclusively by English law and nothing affects parents’ statutory rights.

We regularly review our T&Cs and aim to give one month's notice ahead of changes, unless we need to make it more immediate and/ or is stipulated by regulatory requirements in which case we may be necessitated to change with no notice. All holiday camp policies can be requested and obtained by emailing hello@outdoorowls.co.uk.



Opening & Closing Times & Dates

Please check our Holiday Camps website page to see our location-specific dates, opening and closing times. We are closed on all UK Bank and Public holidays.

Emergency and Forced Closure

The safety of our children and team is our highest priority. We are an outdoor setting and we have various contingency plans in place to make sure we can be out in most weather across all seasons. However in case of extreme weather, including but not limited to storms, flooding, heatwaves, or other severe weather warnings it may not be safe to operate, and our families and team may not be able to get to our site safely. In such events, we try our utmost to remain open but we will always prioritise the safety of children and the team.

We may also be forced to close for any other events out of reasonable control such as (but not limited to) fire, acts of terrorism, strikes, site closures, and infectious diseases (Including COVID-19).

Should we need to make a full or partial closure for any day you will be informed via a phone call and/ or email and asked to not bring your child in or to collect your child. Unfortunately we cannot provide refunds for these types of closures out of our reasonable control as it is deemed force majeure and we are committed to continuing to pay our team.



Booking a Place

To book a place we ask families to complete our online 'Enquiries' form on our website. Following this, a member of our team will get in touch with you to confirm your preferences. In order to give your child the best experience and care we ask for a minimum of two days of attendance per holiday camp.

Confirming your Place

If we have a place available you will receive an email confirming the details.

You will be given 3 days to accept a place before it is offered to the next family. Once you receive a booking confirmation you will need to e-sign our T&Cs and make the booking Fee payment. You will also need to complete our Registration Form.

We aim to ensure all children will thrive and be safe in our environment. We offer places at discretion based on the information you provide us when signing up and/ or any information we receive or obtain during your child's booking with us. At any time we may deem it necessary to request further information and we reserve the right to do so at any time. All children's places are subject to review and based on parents adhering to our T&Cs.

Waiting List & Place Priority

If we are fully booked for any future Holiday Camps you may contact us at hello@outdoorowls.co.uk to ask to go on a waiting list should any booked family cancel their place. We will endeavour to inform you as soon as possible if a space becomes available. We operate this waiting list and place priority on a first come first serve and prioritise families with children at our nursery.

Fees

You can view our latest fees for each holiday camp location on our website. We review our fees annually in relation to our running costs.

We unfortunately can not refund you for any days your child does not attend e.g. for sickness.



Tax-Free Childcare & Childcare Vouchers

Payments can only be credited to your child's fees once funds have actually cleared into our bank account. Voucher payments can take up to 5 working days to clear with us and Tax-Free Childcare payments can take up to 3 working days to clear. A booking is only confirmed once we have confirmed we have received payment.

Payment Terms

Once your booking is confirmed you will receive payment instruction details. All fees must be paid prior to the commencement of the booking.

If you have any queries concerning payment, please notify us at hello@outdoorowls.co.uk as soon as possible.

Payment details:

Account Name: Outdoor Owls Ltd

Account No: 43285080

Sort Code: 09-01-29

Reference: "HC [child's full name]"

Making Changes to your Booking

If you want to increase the number of days you will need to make an additional new booking which is subject to availability and we will do our best to make it happen right away. Once booked we can not allow for any refunds for decreasing days. Unfortunately, you are not allowed to swap your days with another family or among siblings.



Pick Up

For safeguarding reasons you must inform us in your registration form of authorised people who will be collecting your child and provide their contact details including a password. Our team will check details of who is collecting your child and we will ask they provide ID along with confirming the password stated at registration. In the event someone else you have not shared at registration is coming to collect we will ask for a photo of this person and check this along with ID and a password.

Late Pick Ups

Your child/ children must be collected before closing time and to give a comforting handover we ask you to arrive to pick up at least five minutes before the end of the child's day. If you are late the manager may choose to give you a discretionary 5 minutes grace period but after this, we will have to charge £10 per every 10 minutes you are late starting with £10 from the 6th minute, £20 if you are 16 minutes late and so forth. As part of our safeguarding procedures, staff are advised to call the local authority social services 1 hour after closing time should a child remain uncollected and there has been no response from any of the child's emergency contacts. If you are likely to pick up late we ask you to contact us as soon as possible.

Disclosures

Upon registration or as soon as possible, parents must disclose any known medical condition, health problem (physical or mental), special needs, allergies, or any family circumstances or court order (including any custodial agreements), any interactions with social services which might affect the child's welfare or happiness, or any concerns about the child's safety. You are required to update us should these conditions change. You must also email hello@outdoorowls.co.uk when your child will not be attending.



Sickness Exclusion & Medication

We will not be able to take your child in if they are sick. Generally, if your child is too unwell to take part in the usual routine, they are too unwell to attend. If your child's temperature rises to, or over, 38 degrees you will be contacted immediately and may need to come and collect your child. Any child suffering from diarrhoea, infectious illness or sickness for 48 hours from the last episode is not allowed into the camp. We may not be able to accept children with any unknown rashes, nausea, or worms. If your child requires medication during our care you must share this in the registration form and bring it clearly labelled with your child's name and the required dosage.

Outdoor, Animal & Forest School Activities

We are an outdoor camp and will spend much of our time in nature. As part of our curriculum, we will regularly engage in closely supervised outdoor and forest school activities (e.g. tree climbing, tool use, fire pit activities, etc) as well as interacting with animals which you understand is part of our everyday curriculum. You also understand that your child and their belongings may get muddy and dirty from time to time.

Child Permissions

We require your permission for certain activities. Some are mandatory to be able to attend our camp while others are voluntary.

Transport

Minibuses used by the nursery have 3-point seat belts and all drivers are qualified drivers and DBS checked. On occasions where usual minibuses are unavailable to us, you understand and agree that we may be necessitated to use taxis or cars to transport children.

Personal items & Lost Property

The camp cannot be held responsible or liable for the loss or damage of any personal items in the possession of a child, parent or visitor. Children are discouraged from bringing items to the camp. Any buggies agreed with the holiday camp to be left are done so at the families' own responsibility.



Required Clothing

Your child will be required to wear the appropriate seasonal clothing as outlined in our seasonal kit list. If your child is not arriving with the appropriate clothes in some circumstances we may not be able to accept them. All your child's clothes and items including water bottles, waterproofs, and rucksacks must be clearly labelled with their name.

Parental Conduct

Our team work hard and the company works hard to make their experience enjoyable and the best possible. It's in the best interest of the child, parents, team, and holiday camp to keep a strong parent relationship and we strive to service our parents best we can. We understand that matters relating to the child and camp can at times be sensitive or difficult and we do our best to be professional and support parents. This will always need to work in both directions and we ask that all parents communicate in a respectful and polite manner with members of our team and other parents or affiliates of the camp.

Any form of verbal abuse, aggression, threatening behaviour, discrimination or harassment towards the team and other members who attend or use our setting will not be tolerated under any circumstances. This includes communication in phone calls, emails, app, social media including slandering and face-to-face. If we find a parent is in conflict with our parental conduct and/or abusive, appropriate action will be taken. This could include immediate termination of a child's place and if necessary the police will be contacted.

Safeguarding and Child Protection

Safety of children is paramount and we have a robust safeguarding and child protection policy. We follow all relevant legislation and guidelines from the Local Safeguarding Children's Board. We have trained Deputy Safeguarding Leads who will lead and take action on any concerns when appropriate and follow all necessary procedures.



Concerns or Complaints

If you are unhappy with our service at any time we ask that you follow our complaints procedure. In the first instance contact a Manager on site. If you feel this has not been responded to within a week of communication please do contact hello@outdoorowls.co.uk where a senior member will be able to get back to you.

Our Rights to Terminate your Booking

Outdoor Owls reserves the right to terminate your child's place with immediate effect without any refunds if:

1. You are in breach of any of our policies and including not following appropriate parental conduct
2. You provide inaccurate or false information about your child or family circumstances relating to your child prior or during their booking
3. You do not provide us with full and accurate details about your child after a reasonable time for the nursery to be able to properly care for your child
4. You or your child's behaviour is deemed abusive, violent or threatening
5. We have concerns over any unique aspects of our setting compromising the general safety and wellbeing of your child
6. As every child's place is discretionary and subject to review should the nursery receive any information either directly or indirectly which courses us concern that we may no longer be able to provide appropriate care for your child (either now or at a later time during the booking) we may terminate your child's booking with immediate effect.



Contracting with Our Staff

By contracting with us for nursery services you also agree not to employ our staff outside their work hours for us, including babysitting. The appropriate recruitment fee is payable by you should one of our team members leave our employment in order to work for you or begin to work for you within 6 months of leaving our employment. The Recruitment Fee will be 25% of the annual gross salary of the staff member. We also discourage this due to safeguarding reasons, for GDPR, and confidential data that team member has on other children and families in the setting.

Privacy & Data Protection

Outdoor Owls Ltd is registered with the ICO and operates under GDPR Act. It is a legal requirement for the nursery to hold information about children registered and its employees. Basic information is used for registers, invoices, and for emergency contacts. We may be involved with some early years research projects and therefore supply you with further information and obtain consent from you to involve your child's data anonymously and confidentially.

Insurance

The holiday camp has all relevant insurance required by law. Further details of our full insurance are available from the office management and copies of our current employer's liability and public insurance details are displayed on our notice board.