



— OFFICIAL COMPANY DOCUMENT —

terms & conditions

of booking

Camp 4 Champs Ltd

Company No. 10035921

85 Great Portland Street, London, W1W 7LT

● REGISTERED OFSTED PROVIDER

VERSION

v1 2026

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1 May 2027

APPROVED BY

Directors (DSL & DDSL)

These Terms and Conditions, together with the Camp 4 Champs Parent Guide and Policies, form the agreement between Camp 4 Champs Ltd and the person making the booking.

Camp 4 Champs Ltd is an Ofsted-registered childcare provider operating in accordance with the Children Acts 1989 and 2004, the Equality Act 2010 and Health & Safety Executive guidance.

COMPANY DETAILS

Camp 4 Champs Ltd

Company number: 10035921

Registered office: 85 Great Portland Street, London, W1W 7LT

1 | status and hierarchy of documents

These Terms and Conditions form the **primary contractual agreement**.

They must be read alongside the Parent Guide and Camp 4 Champs policies, which provide operational and safeguarding detail.

In the event of any inconsistency, these Terms and Conditions take precedence.

2 | who can attend

- camp 4 champs provides care for children aged 4–14 years.
- children must be 4 years old and in reception on their first day of camp.
- At our discretion, we may accept children aged 3 in the Easter before starting Reception, subject to staffing and risk assessment.
- Staffing levels are set in line with Ofsted expectations and adjusted to reflect age, needs, group dynamics and activity risk.
- children must be toilet independent for day-to-day needs.

SEND AND MEDICAL NEEDS

Camp 4 Champs provides a Level 1 inclusive offer. We welcome children with additional needs where we can safely make reasonable adjustments.

Support beyond Level 1 is accepted only by advance arrangement. Parents and carers are responsible for providing full, accurate and up-to-date information about their child's needs at the time of booking.

Where relevant information is not disclosed, or is disclosed late, and this affects our ability to support the child safely, we reserve the right to cancel the booking or require immediate collection. Refunds will not normally be provided in these circumstances.

3 | bookings and payment

- Bookings are subject to availability and confirmed by email.
- Full payment must be received before a child attends.
- Payment methods include card, bank transfer, childcare vouchers and Tax-Free Childcare.
- A booking is specific to the named child and cannot be transferred.

VOUCHERS AND TAX-FREE CHILDCARE

- Payments must clear at least 48 hours before camp starts.
- For short-notice bookings (within 48 hours), a card or bank transfer payment may be required at booking. Voucher or TFC funds must be released immediately.

Parents and carers are responsible for ensuring payment is made on time. Camp 4 Champs is not obliged to chase overdue balances.

Where applicable, Camp 4 Champs reserves the right to charge the card on file for overdue balances. By completing payment, parents consent to secure card storage by our payment processor for this purpose.

Discounts and offers cannot be combined unless stated and must be applied at booking. Pricing errors may be corrected prior to confirmation. All official communication is issued by email. Parents are responsible for keeping contact details up to date.

4 | third-party funded or intermediary bookings

Where a booking is made or funded in full or in part by a third-party organisation or intermediary, that organisation is the contracting payer.

These Terms and Conditions continue to apply to parents and carers in respect of safeguarding, behaviour, suitability, attendance, supervision and collection arrangements.

5 | cancellations and changes

— CHANGES BY PARENTS

Date changes within the same holiday period may be permitted subject to availability. Full-week bookings must move as a full week unless otherwise agreed.

— CANCELLATIONS BY PARENTS

- Cancel 14 days or more before the start date: refund minus a 10% administration fee.
- Cancel within 14 days: no refund.
- Absence due to illness or personal circumstances is non-refundable.

— CANCELLATIONS BY CAMP 4 CHAMPS

- Where a venue changes, provision may move to a suitable local alternative.
- Where Camp 4 Champs must cancel a session, a refund or account credit will be offered.
- Where a session ends early due to circumstances beyond our control, refunds or credits may be offered at our discretion.
- Camp 4 Champs is not liable for disruption caused by events beyond our control, including severe weather, utility failure, venue closure, public health restrictions or emergency situations (force majeure).

— FUNDED PLACES

For third-party funded places, refunds, credits or reconciliation are handled in line with the relevant funding agreement. Parents and carers are not entitled to cash refunds from Camp 4 Champs for funded places where a child does not attend, is excluded, or where sessions are adjusted or cancelled for safeguarding or operational reasons.

6 | daily practicalities

— COLLECTION

Children are released only to authorised adults or password holders. Photo ID may be requested.

— LATE COLLECTION

Children must be collected by 6pm. A fee of £5 per 5 minutes after 6pm applies and reflects additional staffing costs, not a penalty.

Persistent lateness may result in refusal of future bookings. Where no contact is made by 6.30pm, statutory authorities may be contacted.

— WHAT TO BRING AND CLOTHING

Children should bring suitable clothing and footwear, a packed lunch, snacks, a refillable water bottle and any required medication. All belongings should be clearly labelled.

For safety reasons, jewellery, open-toed shoes and hazardous drawstrings should not be worn. If an item is considered unsafe, staff may ask for it to be removed or secured. Children must arrive prepared for the weather.

— FOOD AND DRINK

Camp 4 Champs operates a nut-free environment. Fizzy and energy drinks are not permitted.

7 | health, safety and medical matters

- Children who are unwell or infectious must not attend camp.
- Children must remain at home for 48 hours after the last episode of sickness or diarrhoea.
- If a child becomes unwell during camp, parents must collect immediately. No refund is given.
- A trained first aider is present on site at all times.
- Medication must be provided with completed paperwork.

By booking, parents consent to first aid and emergency medical treatment where advised by medical professionals. Where this consent is withdrawn, Camp 4 Champs reserves the right to cancel the booking as we cannot safely accept a child without this safeguard.

Risk assessments are carried out for all activities, venues and equipment. Accidents are recorded and reported in line with legal requirements. Safeguarding concerns and serious incidents are reported to Ofsted where required.

8 | behaviour and conduct

— CHILDREN

Where behaviour presents a risk to the child, others or staff, Camp 4 Champs may require immediate collection or exclude the child from part or all of a session or holiday period.

Any exclusion decision is risk-based and proportionate. Refunds (if any) following exclusion are discretionary and considered case-by-case.

— PARENTS AND CARERS

Aggressive, threatening or abusive behaviour towards staff, children or other families is not tolerated. Camp 4 Champs may require a parent or carer to leave the site, restrict communication to written channels, refuse future bookings or terminate services.

9 | activities and programme

Activity schedules are indicative and may change. Activities may be adapted or substituted based on age, weather, venue suitability or risk assessment.

10 | property, devices and insurance

Camp 4 Champs accepts no liability for lost or damaged personal property. Mobile phones and devices are not permitted during sessions.

Public Liability Insurance is held in line with legal requirements.

11 | photography and marketing

Photographs and videos are taken only with parental consent, stored securely and used appropriately. Parents and visitors are not permitted to take photographs or videos on site.

12 | complaints and policies

Complaints are handled in line with the Camp 4 Champs Complaints Policy. Parents may escalate to Ofsted if dissatisfied.

13 | data protection

Camp 4 Champs is a Data Controller under UK GDPR. Personal data is processed in line with our Privacy Policy.

14 | legal provisions

- Liability is limited to fees paid, except where unlawful to limit liability.
- These Terms, the Parent Guide and policies form the entire agreement.
- Only the Directors may amend these Terms, in writing.
- These Terms are governed by the laws of **England and Wales**.

– E N D O F P O L I C Y –