

Terms and Conditions

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1. DEFINITIONS:

We/Our: Gresham's School /Gresham's School Enterprises Ltd.

You/Your: The person making the booking.

Us: The two parties named above.

Booking: The reservation of a place/places made by you.

Contract: An exchange of promises between us and you which becomes legally binding.

Conditions: The terms and conditions as set out below.

Child/Children: The person/persons for whom you are booking a place.

Confirmation: A visual document (Written or email) of your booking.

Cancellation Charges: The specified fee in the case of cancellation.

Cost/Costs: The specified fee for the camp.

2. DATA PROTECTION:

- Data collected by us shall be kept private and will not be passed on to any third parties.
- We shall use the data to inform you of any activities that we believe may be of interest to you.
- Should you not wish to be contacted by us; please respond in writing and we shall remove you from our database.
- The taking of photographs may occur for marketing purposes only. If you do not want your child to be photographed, please contact the Course Coordinator (fross@greshams.com).

3. CONDITIONS APPLICABLE

- Any other conditions (agreed in writing by us) shall apply to the contract to the exclusion of all other terms & conditions.
- The details published in various brochures and leaflets are compiled from up-to-date information which is accurate at the time of going to press.
- Nothing in these conditions is intended to nor shall affect your statutory rights.

4. BOOKING PROCEDURES

- No booking shall be binding on us until we have received payment in full in cleared funds of any deposit or other payments due.
- Provisional bookings will be held at our discretion and we shall not be liable in the event that we are unable or unwilling to provide a booking confirmation which incorporates your preferred dates.
- Any booking confirmation prior to any booking being made should be notified to us as soon as possible and in the event that we are able to satisfy your requirements, we shall send to you a revised booking confirmation.
- If your child is registered disabled, please contact the Course Coordinator to discuss their individual requirements before applying.
- Please make cheques payable to *Gresham's School*.

5. CHANGES AND CANCELLATIONS

- If you wish to amend your booking we will endeavour to make such changes as you may request, but this may not always be possible. Any request for changes to the booking may be made either in writing (email fross@greshams.com) or by telephoning the camp booking line on 01263 714 626. If we agree to your request we will confirm the changes by email.
- We reserve the right to make changes to the bookings which are required to comply with any applicable safety or other statutory requirements or which are not of a material nature.
- Activities are subject to alteration due to operational factors beyond our control and we reserve the right to substitute an alternative activity of reasonably equal or better standard without prior notice or liability and without any alteration to the booking fee.
- Material changes may be necessary for reasons such as 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 of cancellation:

- Without prejudice to any other right or remedy available to us, we shall be entitled to cancel the contract without any liability in the event that the fee is not paid by the payment dates or if you fail to provide any information requested by us or we consider that the camp is unsuitable for your child for any reason.
- Cancellation charges shall be applied according to the following circumstances: Please notify us in writing (by letter or email). Our policy on refunds is: Cancellation more than 90 days from course start - full refund. Cancellation less than 90 but more than 30 days from course start - deposit forfeited. Cancellation 30 days or less from course start - full sum due.

6. THE CAMPS AND OUR POLICIES AND PROCEDURES

- **Preparing for Britten Music Course**

We are unable to accept bookings for the course without a completed registration form for your child. The purpose of this form is to ensure we have access to necessary information pertaining to the safety of your child, such as any pre-existing medical conditions and your contact information.

- **Before the camp - What to bring**

Please see the complete list in the Course pack.

- **Medication**

If your child requires medication then you must state this clearly on the registration form. You must also detail the times and quantities which are to be administered. A parent or carer must sign the form and tick the box giving your permission for camp staff to administer first aid if necessary. Medication must be handed into matron upon arrival.

- **During the camp**

Mobile phones must be handed in and will be returned in the evenings for contact with home and then taken in again before bedtime. We cannot accept any responsibility for lost or stolen items.

Equal Opportunities

We strive to provide equal opportunities for all children participating in their activities, whatever the child's race, religion, language, culture, gender, disability or lifestyle.

Behaviour and Conduct

It is our policy that everyone deserves to be treated with respect. Children must respect each other and all adults. Any behavioural problems will be dealt with by the Activity Leader in the first instance.

If required, the Course Director will then attempt to resolve the situation. If unacceptable behaviour continues then a parent/carer will be contacted. They will then need to speak to the Camp Director regarding the incident.

Bullying Policy

Bullying of any child will not be tolerated. A child should inform a member of staff if they have any concerns regarding bullying. The Director will talk to the child to ascertain what has happened and take appropriate action; this may involve talking to the other child/children involved.

If there continues to be concerns regarding bullying, we will speak to the parents of both children to inform them of the situation and any further action that is required.

Accident reporting

An accident report form will be completed by the Course Coordinator for any accidents which occur during the camp. The parent/carer will be informed of any accident that has occurred throughout the day.

If a serious incident or accident occurs throughout the day then a parent or carer will be contacted immediately on the emergency number provided and informed of the situation.

Safety

- Children will be split into groups for the various activities which will be led by a group leader.
- All of our venues have employer's liability insurance cover.
- Each venue will have an assembly point in case of a fire and a register will be taken at this location if an incident does occur.
- Child protection and Fire procedure policies are in place to enhance the safety of your child. All Gresham's staff have been through the school's stringent admission procedure as a result of Gresham's Safer Recruitment policy and have received in-school child protection training. Instrument coaching will take place in publically accessible rooms with viewing windows in the doors and if on occasion a teachers



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needs to use physical contact on a child, the reason will be explained and consent will be gained first.

When will we contact parents and carers?

We will always endeavour to resolve any issues or incidents which occur at camps. However there may be occasions when we need to contact you to raise an issue. These occasions may include:

- If a child sustains a serious injury.
- If a child displays serious behavioural patterns.
- If a child can't participate due to illness.
- If a child is extremely upset about being at camp.