

# Terms & Conditions

Kairos kids Camp



## Booking & Payments

All bookings must be completed through our online booking system. A child's place is only confirmed once payment has been received.

We reserve the right to cancel or refuse bookings where:

- incorrect information has been provided
- payment has not been completed
- required medical or emergency contact information is missing

Prices are listed clearly at the point of booking.

## Cancellations & Refunds

If you need to cancel a booking, please contact us as soon as possible.

Refunds may be offered at the discretion of Kairos Kids Camp depending on the notice given and circumstances surrounding the cancellation.

We reserve the right to cancel sessions due to:

- severe weather
- venue issues
- staff shortages
- safety concerns
- circumstances beyond our control

Where possible, an alternative session, credit, or refund will be offered.

## Arrival & Collection

Parents/carers are responsible for signing children in and out each day.

Children may only be collected by authorised adults listed on the registration form unless prior arrangements have been made.

Photo ID may be requested where necessary.

Late collection fees may apply if a child is collected after the agreed collection time.

## **Behaviour Expectations**

We aim to create a safe, respectful, and inclusive environment for all children and staff.

Children are expected to:

- treat others with kindness and respect
- follow safety instructions
- avoid behaviour that may place themselves or others at risk

Persistent unsafe, aggressive, or disruptive behaviour may result in a child being sent home or removed from camp where necessary.

We will always aim to work with families positively before taking further action.

## **Medical Information & Illness**

Parents/carers must provide accurate medical, allergy, and emergency contact information before attendance.

Children who are unwell, infectious, or unable to fully participate safely should not attend camp.

Medication can only be administered where:

- written consent has been provided
- medication is clearly labelled
- staff have been informed appropriately

In emergencies, Kairos Kids Camp may seek medical treatment for a child where immediate action is required.

## **Safeguarding & Welfare**

Kairos Kids Camp is committed to safeguarding and promoting the welfare of children and young people.

All staff and volunteers:

- undergo safer recruitment checks where required
- receive safeguarding guidance and training
- work within safeguarding and health & safety procedures

Any safeguarding concerns will be managed in line with our safeguarding policies and legal responsibilities

## **Activities & Programme Changes**

We aim to deliver all advertised activities; however, programmes may occasionally change due to:

- weather
- staffing
- equipment availability

- health & safety requirements
- age suitability

Kairos Labs and specialist activities are included within the camp experience and may rotate throughout the week.

## **Photography & Media**

Photographs or videos may occasionally be taken for:

- promotional materials
- social media
- website content
- internal displays

Consent preferences will always be respected based on the information provided during registration.

Parents/carers may withdraw media consent at any time in writing.

## **Personal Belongings**

Children should not bring valuable items to camp.

Kairos Kids Camp cannot accept responsibility for lost, stolen, or damaged belongings.

All items should be clearly labelled where possible.

## **Food & Allergies**

Parents/carers are responsible for informing us of all allergies and dietary requirements.

To help protect children with severe allergies, certain food items may not be permitted on site. We are a but free camp.

We encourage healthy packed lunches and snacks where food is not provided.

## **Health & Safety**

Kairos Kids Camp follows appropriate health and safety procedures to provide a safe environment for children, staff, and visitors.

By attending camp, parents/carers acknowledge that activities may include physical movement, outdoor play, sports, creative workshops, and group participation.

Risk assessments are carried out where appropriate.

## **Data Protection & Privacy**

Personal information provided during registration will be stored securely and used only for:

- camp administration

- safeguarding
- emergency contact purposes
- communication regarding bookings and services

We do not sell personal data to third parties.

## **Changes to Terms & Conditions**

Kairos Kids Camp reserves the right to update these Terms & Conditions at any time where necessary.

The latest version will always be available on our website.

## **Contact Us**

For any questions regarding bookings or these Terms & Conditions, please contact:

**Kairos Kids Camp**

hello@kairoskidscamp.co.uk