



# Terms and Conditions

## Holiday Camps

### **1. Terminology**

In these Terms the following definitions apply:

1.1 Holiday Camp means a programme for Customers taking place outside of school term time.

1.2 Customer means a customer of The Strings Club, including the children of a customer who attends a term time Course.

1.3 Agreement means a legally enforceable understanding between two or more legally competent parties.

### **2. Bookings**

2.1 Our Holiday Camps run throughout the year in accordance with our published dates. When signing up to The Strings Club for the first time, details of the Holiday Camp you are booked into, the dates, times and the venue will have been agreed with you in advance.

2.2 You will receive an electronic receipt of your booking once your booking has been made. You are always welcome to phone us at the office should you be unsure of any details. Your statutory rights are not affected.

2.3 To ensure all emails from The Strings Club and our online booking system, *Active Network*, arrive in your inbox and not your junk folder please make sure you regularly check for any emails ending in email.active.com.

2.4 Payment for a Holiday Camp can only be made via selected debit, credit cards or childcare vouchers. Payment via cash, cheque, or bank transfer are not accepted.

2.4 Part or full payment is regarded as acceptance of our booking conditions. Please note all deposits are non-refundable.

2.4 When you pay for a Holiday Camp with your credit/debit card, your card details are stored on a secure online payment system. By providing your card details and allowing them to be stored on a secure payment gateway operated by a third party, you grant us a **continuous payment authority** to enable us to debit the card when necessary, i.e. upon re-booking, purchasing merchandise, booking another programme such as a Party or Term Time Course.

**Please Note** - *The Strings Club do not store your card details - they are held by a specialist card processing company which uses the highest level of transaction security (PCI Level 1, SSAE 16, Safe Harbor).*

2.6 If you do not wish for us to be able to use your card details in this way, please inform us by either telephone, email or post.

2.7 If the Holiday Camp is being paid for by someone other than yourself, you are responsible for informing that person of our payment policies, deadlines etc., and relaying any communication with regard to re-booking or payments of any sort.

### **3. International Bookings**

3.1 Children that are booked in from overseas are required to have a good level of spoken English in order to ensure that they can follow instructions from our Course Leaders and pastoral team, and are able to communicate with the other children.

3.2 We do not teach English at our Holiday Camps.

3.3 We require a local telephone contact number once you are in the U.K in case of an emergency.

### **4. Booking Fees**

4.1 To help The Strings Club keep our administration costs low, there is a £1 per transaction fee on all bookings. This includes both our online and telephone bookings.

### **5. Changing or Cancelling Your Booking**

5.1 If you have given The Strings Club more than 14 days notice you will be able to change your Holiday Camp booking to another date within the same season (e.g Summer, October Half Term) subject to availability, free of charge.

5.3 If you have given The Strings Club less than 14 days notice we will endeavour to change your dates within the same week on a 'like-for-like' basis, subject to availability.

5.4 If you have given The Strings Club less than 14 days notice we will endeavour to change your dates within a different week on a 'like-for-like' basis, subject to availability, however this may be subject to a £10 fee.

5.5 We are unable to make any changes to your booking if we have been given less than 24 hours notice, and no refund will be issued.

5.6 If you have given The Strings Club at least 48 hours notice before the date(s) you would like to cancel, we will refund you all monies paid and there will be no fee.

5.7 If you have given The Strings Club less than 48 hours notice before the date(s) you would like to cancel, we regret to inform you that no refund is available expect in the case of illness/injury. All claims should be supported by a doctor's note in order to obtain a refund.

8.2 In order to ensure all information prior to making a

**Discovery Days | Holiday Camps | Term Time Courses | Parties | School Music Support**

**[www.thestringsclub.org](http://www.thestringsclub.org) | 0121 296 9204 | [info@thestringsclub.org](mailto:info@thestringsclub.org)**

**The Strings Club is a Limited Company registered in England, no. 8289567  
11 Art Haus, 80-82 Floodgate St, Birmingham, B5 5SR**

## **6. Payment**

6.1 You can make payment in full.

6.3 We offer a monthly payment plan if you are booking well in advance of the start of a Holiday Camp.

6.2 If you wish for us to debit your account over a few monthly instalments rather than in one lump sum, please ensure you inform our office at the time of booking via phone.

6.2a If you wish to pay via our monthly payment plan we require an initial payment of 30% of the total amount. The initial total is then followed by two instalments of 35% each. All deposits are non refundable.

6.2b Please note that all payments will be taken before the Holiday Camp you are booked in for commences.

6.3 The best discounts will be offered to you at the time of your booking. Any offers including our *Early Bird* and *Seasonal Offers* can be found on our website - this includes the specific deadline dates applied to each offer.

## **7. Payment via Childcare Vouchers**

7.1 We accept all types of childcare vouchers as full or part payment for bookings made in England.

7.2 For more information on the childcare voucher providers we are registered with, please refer to our *Ways to Save* page on our website.

7.3 We ask that all childcare voucher payments are received by The Strings Club head office 4 weeks prior to the start of the Holiday Camp you have booked.

7.4 A deposit of £1 will be taken from a debit or credit card at the time of booking and the balance will be deferred to 4 weeks prior to the Holiday Camp.

7.5 Any outstanding fees at the time of allotted deadline will be charged to the debit or credit card provided at the time of booking. All childcare vouchers can still be sent to us and a full refund will be issued.

7.6 Booking made less than 3 weeks in advance of the Monday of your chosen week require a credit/debit card full payment in order to secure your child's place.

7.6a Once we receive confirmation of your childcare voucher payment we will reimburse you for the amount received. Childcare voucher payments can take up to three working days from the date we receive them to clear into our account. Please allow 3 – 5 working days for refunds to appear in your account. £1 booking fee is nonrefundable.

## **8. Available Dates and Activities**

8.1 All of the information in our literature is correct at the time of writing. If a change were to occur, The Strings Club will inform parents via our website as soon as possible.

8.1a Please note not every activity depicted in our literature is available at every venue.

booking a with us, please check the venue specific details using our Holiday Camp finder on our website.

## **9. Adverse Weather**

9.1 The Strings Club is under no obligation to refund bookings that may be missed due to local adverse weather when the venue and environment are safe and accessible and Holiday Camps are held. We regret that we are unable to offer automatic refunding or rescheduling of the event of adverse conditions local to yourselves preventing you from attending.

## **10. Cancellation of Event**

10.1 In the event that a venue is unavailable, we will endeavour, where possible, to inform those booked on to the Holiday Camp with at least 14 days notice.

10.1a We will offer a *minimum* of 3 alternative Holiday Camps in your surrounding area.

10.1b If preferred, we will refund all monies paid for the cancelled event(s).

## **11. Extended Care**

11.1 Our Standard Hours sessions for all Holiday Camps are 09:30am - 16:00pm.

11.2 Our *Early Bird* extended care hours are from 08:00am - 09:30pm, and our *Late Club* extended care hours are from 16:00pm - 17:45pm. These are both an extra charge of £5 per session.

11.3 If you have not purchased our extended care and arrive outside of our Standard Hours sessions, The Strings Club reserves the right to charge you for the extended care times.

11.3a All children must be collected by 17:45pm if you have chosen our *Late Club* extended care.

11.3b You will be charged a late pick-up fee of £5 for every 15 minutes after 17:45pm to cover the staffing costs incurred.

11.4 If we have not have no contact from a child's listed parent or guardian and additional named contact(s), we will be forced to contact the Local Authority to advise them that we have an uncollected child.

11.5 We reserve the right to refuse future bookings from parents who are continually late to pick up their child.

## **12. Insurance**

12.1 All children in The Strings Club care are covered by our Public Liability Insurance.

## **13. Illness**

13.1 Should your child or the adult taking your child to a Holiday Camp have, or develop, any known or suspected medical condition, you must please consult your doctor before bringing them to a Holiday Camp and inform our office either via email or phone. All information received is treated in confidence and with sensitivity.

13.3 We operate a zero tolerance policy on discrimination or bullying of any kind.

**Discovery Days | Holiday Camps | Term Time Courses | Parties | School Music Support**

**[www.thestringsclub.org](http://www.thestringsclub.org) | 0121 296 9204 | [info@thestringsclub.org](mailto:info@thestringsclub.org)**

**The Strings Club is a Limited Company registered in England, no. 8289567  
11 Art Haus, 80-82 Floodgate St, Birmingham, B5 5SR**

13.1a Never bring your child to a Holiday Camp if they have any illness such as an ear infection, diarrhoea, vomiting, chicken pox, impetigo, conjunctivitis or a bad cold. Please wait until your doctor has given the all-clear before returning to classes.

13.2 In the instance of sickness and diarrhoea your child must have been clear of all symptoms for at least 48 hours before attending a lesson.

13.3 Our Holiday Camp Manager may refuse entry to the class if they reasonably believe that your child is not well enough to participate.

#### **14. First Aid**

14.1 In the event of an accident, first aid will be administered to children in our care and emergency services will be called if necessary.

14.2 Essential prescribed medication must be handed in to each child's Holiday Camp Manager for safe-keeping, in according with Ofsted recommendations.

14.3 We recommend that all parents whose children carry Epipens arrange for a qualified medical practitioner to demonstrate use of the Epipen to our designated Holiday Camp first aider and Holiday Camp Manager on their first day at our Holiday Camp. If this is not possible then we will accept a demonstration given by the parent or guardian instead.

#### **15. Mobile Phones and Electronic Devices**

15.1 All electronic devices including mobile phones (e.g iPhone, iPad, Nintendo DS) are prohibited at our Holiday Camps.

15.2 Should you need your child to take a mobile with them to a Holiday Camp, please inform us at the Head Office immediately.

#### **16. Photography and Video**

16.1 Please be aware that we occasionally take photographs/videos of children at a Holiday Camp for our promotional material.

16.2 Children may also like to take photography of each other to remember their time at camp, although we do not accept mobile phones as a device to do this.

16.3 If we are planning on filming or taking photographs at our Holiday Camps, we will put up a sign in our reception area of a Holiday Camp for you to view on arrival.

#### **17. Equal Opportunities and Child Protection**

17.1 The Strings Club is dedicated to the safeguarding and welfare of all children in their care. Our Policies and Procedures can be viewed and downloaded from our website. If you have a question or concern regarding child welfare, contact the Head Office immediately.

17.2 The Strings Club is an equal opportunities employer and welcomes all children, regardless of their gender, ability, race or religions.

17.3 Each child attending a Holiday Camp is of equal value and is entitled to equal access of opportunity.

#### **24. Parent Feedback**

24.1 We aim to provide the best possible care for all children at

17.4 The Strings Club has a legal obligation in relation to any Child Protection matter.

17.4a As a caring organisation, any suggestion of child abuse or neglect will be investigated and reported to our regulator, Ofsted, or other official agencies.

#### **18. Children with Special Educational Needs**

18.1 It is in our Policies & Procedures to not exclude any child due to special educational needs, wherever possible.

18.2 The needs of each child may vary, so decisions are made on a case by case basis, by our designated SENCO office, depending on the level of support each individual child requires to enable them to fully participate in and enjoy activities at any of our Holiday Camps.

18.3 We are happy to accommodate the child on a trial basis and reserve the right to review future bookings.

#### **19. Valuables**

19.1 All property left at a Term Time Course and all property (including prams) left in entrance halls or outside, is left at your own risk. The Strings Club Ltd cannot accept any responsibility for the loss or damage of any personal possessions.

#### **20. Instrument Hire**

20.1 If the request to hire an instrument, free of charge, at any of our Holiday Camps the associated *Instrument Hire - Terms & Conditions* apply.

#### **21. Behaviour and Exclusions**

21.1 The Strings Club may, at its own discretion, refuse future bookings on any of our Holiday Camps if it is felt that the behaviour of the child or those associated with the child is unacceptable.

21.2 No refund will be made for any remaining days booked and any costs associated with the exclusion, including transport home, will be the parents' responsibility.

#### **22. Data Protection**

22.2 We will use your details to contact you via email, post or text with future information about our services.

22.3 You may opt out of our mailing list when booking or afterwards at any stage.

22.4 The Strings Club is registered under the Data Protection Act.

#### **23. Exclusion of Liability**

23.1 In the absence of any proven negligence, lack of due diligence or breach of duty by the self-employed contractors, The Strings Club Ltd., or office staff employees, the participation of you, your spouse/partner, child or those in whose care you have placed your child for the purpose of attending The Strings Club Holiday Camps is done so entirely at your and their own risk.

**Discovery Days | Holiday Camps | Term Time Courses | Parties | School Music Support**

**[www.thestringsclub.org](http://www.thestringsclub.org) | 0121 296 9204 | [info@thestringsclub.org](mailto:info@thestringsclub.org)**

**The Strings Club is a Limited Company registered in England, no. 8289567  
11 Art Haus, 80-82 Floodgate St, Birmingham, B5 5SR**

all times.

24.2 Please inform other parents if you are happy with your experience.

24.3 If you have any concerns or suggestions, please tell us - we value your feedback and use it to develop and improve our services.

24.4 Copies of parent feedback are held at each site for viewing.

24.5 If you have any concerns, please initially raise them with your child's Holiday Camp Manager.

24.5a The relevant staff member at Head Office will be advised, and will attempt to resolve the matter to your satisfaction.

24.5b Failing that you can contact Ofsted, our Holiday Camp regulator, quoting the relevant site's registration number as displayed at a Holiday Camp and our website.

## **25. Changes to Terms and Conditions**

25.1 From time to time we may update these terms and conditions by sending you either an updated version or notification of minor changes. You are free to not accept these changes but we would ask you to notify us in writing of your non-acceptance within 14 days of receipt, failing which we will be entitled to treat our agreement with you as being subject to the updated version.

**Discovery Days | Holiday Camps | Term Time Courses | Parties | School Music Support**

**[www.thestringsclub.org](http://www.thestringsclub.org) | 0121 296 9204 | [info@thestringsclub.org](mailto:info@thestringsclub.org)**

**The Strings Club is a Limited Company registered in England, no. 8289567  
11 Art Haus, 80-82 Floodgate St, Birmingham, B5 5SR**