

Terms and Conditions Downsend Plus

1. Fees

1.1 What the camp fees include

Unless set out in the fees list or the website, or notified to you at any time, the Downsend Plus Camp Fees include the costs we incur in the usual course of caring for your child. It also includes the provision of lunch, as well as morning and afternoon snacks.

1.2 What the Downsend Plus camp fees do not include

The camp fees do not include supplementary charges, which are payable in addition to the camp fees. "Supplementary charges" means those charges which are additional to the standard Downsend camp fees. For example, fees for courses or merchandise, or services which you have agreed in advance your child may participate in or receive. All fees are payable in full at the point of booking. Supplementary charges also include charges incurred by the school in respect of damage (or insurance excess) where your child alone or with others has caused loss or damage to school property, or the property of any other person (fair wear and tear excluded).

1.3 Applicable taxes

Any fee or supplementary charges will display whether they are subject to any taxes, which will be added (where applicable) upon making a booking via the booking portal.

1.4 Refund and credits

Fees or supplementary charges will not be refunded or reduced if:

- your child is absent due to illness; or
- the School is temporarily closed for the health and safety of those at the School; or
- a force majeure event occurs

1.5 Fee increases

A review of the fees will be taken (usually annually) which may result in an increase. Fully paid bookings prior to the fee increase will be honoured.

2. Cancellation or Alteration of a Downsend plus session

We know plans change so you can change booking dates for FREE for Downsend plus camp sessions only, up to 14 days before your booked session - as long as it is within the current holiday season and there is availability. Changes made less than 14 days prior to the date you would like to change, will not be eligible for a transfer or refund.

Please note, cancellation for a course cannot be transferred or refunded.

In exceptional circumstances charges may be waived at the discretion of the Leaders of Downsend Plus

3. Consent for courses

A variety of courses arranged with third parties will be provided for your child (on site and off site). You will be provided with relevant information, after booking, in advance of the visit. For general on site activities, by booking for your child to attend Downsend Plus, you consent to your child taking part in on-site activities, including sporting activities and adventure activities. All external activities must be pre-booked via the online booking portal. You agree that your child will be subject to School discipline in all respects whilst engaged in an off site activity or visit.

4. Pastoral Care

4.1 Safeguarding

We will do all that is reasonable to safeguard and promote your child's welfare and to provide pastoral care to at least the standard required by law in the particular circumstances. We will respect your child's human rights and freedoms which must, however, be balanced with the lawful needs and rules of the School community and the rights and freedoms of others. For information on the School's policy regarding digital safety, please refer to the digital safety policy available on the School's website.

4.2 Complaint Procedure

Downsend Plus will do everything in its power to provide the best possible standard of care and service at all times. If however you are not satisfied with the service that you or your child have received, please contact the Leader of Downsend Plus on 07909 861280 or via email bookings@plus.downsend.co.uk. Alternatively, a copy of the school's complaint procedure is published on the school website.

4.3 Collection of your child

The Downsend Plus Leader must be notified in writing if anyone other than the adults registered to your online account is collecting your child from the school. The School will not permit a child to leave with a third party unless such notification has been received.

4.4 Early Start and Late Finish

Early drop off is at 8.00am for a daily fixed additional charge and must be booked in advance. Late pick up/tea is from 4.00pm to 5.30pm with a collection time of 5.30pm for a daily fixed additional charge and must be booked in advance. Please note that Downsend Plus at main site are not able to offer a late finish on Fridays. Drop off and collection will be via the main entrance/exit for all children using this facility. If you need to drop off/collect outside of the drop off/collection time for Downsend Plus, please call 07909 861 280.

4.5 Late Collection

We reserve the right to charge a late collection fee, for each occasion your child is collected 15 minutes after the pre-booked camp session or activity.

4.6 Photography

During an activity, some photographs may be taken which may be used in future publications including our website, and social media sites including Instagram and Facebook. If you do NOT wish your child's image to be used in this way, please let us know by indicating this at the point of registering via the booking portal. Please note that full names will not be used in any publicity adjacent to photographs of children. For more information about how we use photographs and videos of pupils, please see our Privacy Notice, which is available on the School's website.

4.7 Transport

You consent to your child travelling by any form of public transport and/ or in a roadworthy motor vehicle (with valid MOT) driven by an adult who is duly licenced and insured to drive a vehicle of that type and who has satisfied the School's internal checks.

4.8 Public Liability Insurance

Whilst they are taking part in activities on site or travelling in our minibus, the children are covered by our public liability insurance. Parents/guardians are responsible for insuring their child's personal property whilst on site or commuting to and from the school premises, as well as at the location of the activity away from the school premises.

5 Health and Medical Conditions

5.1 Medical declaration

Upon registration you will be asked to provide medical information concerning your child's health and must inform the Downsends Plus Leader if your child develops any known medical condition, health problem or allergy, or will be unable to take part in games or sporting activities, or has been in contact with anyone with an infectious or contagious disease.

Please note that it is a legal requirement for parents to leave clear, written guidelines and instructions for use with any medicines/inhalers or allergy treatments on arrival each day. Parents are also required to sign for the request to administer medicines and to sign to acknowledge any treatments administered during the day. This also applies to First Aid treatments.

5.2 First Aid and emergency treatment

Several of our staff are qualified first-aiders and are trained to administer first aid assistance should your child require it. Parents should ensure that any special requirements or allergies are notified on the medical section of the online registration form to ensure that appropriate treatment is given when treating their child. If your child requires urgent medical attention while under the School's care, we will:

1. Take action - for example call the emergency services
2. try to contact you and, if we cannot contact you, try to contact any other named emergency contact or 'responsible adult';
3. share relevant information that we hold about your child with any emergency services or treating medical professional (for example, by notifying them about any allergies which your child has); and
4. where necessary, deal with decisions about your child's medical treatment in accordance with the advice of the treating medical professional.

6. General terms

6.1 Data Protection

The School has a "parent privacy notice" and a "pupil privacy notice" which explain how the School will use your child's and your personal data. These privacy notices are published on the School's website. The school may contact you from time to time for the purpose of providing information about Downsends Plus and its activities. Unless we are informed in writing, all correspondence, including booking confirmation, will be sent to the email address provided on the contact form upon registration.

6.2 Consumer rights

Care has been taken to use plain language in these terms and conditions and to explain its provisions. If any words alone or in combination infringe consumer rights laws or any other provision of law, they will be treated as severable and will be replaced with words which give as near the original meaning as may be fair. Nothing in these terms and conditions affects the protection offered by law.

7. Behaviour and discipline

7.1 School/ Camp regime

The Leader of Downsend Plus is entitled to exercise a wide discretion in relation to the School's policies, rules and regime and will exercise those discretions in a reasonable and lawful manner, and with procedural fairness when the status of the pupil is at issue.

7.2 Exclusions

We attach importance to courtesy, integrity, good manners, good discipline and respect for the needs of others. We reserve the right to exclude or refuse any child prior to or during the holiday camp if in our opinion the presence of that child is incompatible with the wellbeing of others. This includes behaviour or poor conduct outside holiday camp or school, if the pupil is an existing Downsend pupil. Bullying and poor behaviour will be dealt with appropriately as soon as it is reported. Any additional cost incurred by Downsend Plus as a result of any exclusion or refusal, including damage or transport home, will be borne by parents or guardians and no refund will be made.

7.3 Suitability of Provision

If we feel we are not a suitable environment for your child, we reserve the right to withdraw the booking and offer a refund for the remaining days.

Cognita Schools Limited (trading as Downsend Schools)
a Company Limited by Shares
Registered in England No: 02313425

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