



When booking with Explorers Holiday Club the following terms and conditions apply, alongside Langley Schools Policies and Procedures.

Behaviour

Explorers is committed to providing a safe, supportive, and welcoming environment in which all children can participate fully. All children are expected to behave in a respectful, appropriate, and safe manner. Explorers reserves the right to request immediate collection where a child's behaviour presents a risk to themselves, other children or staff, or requires a level of supervision beyond that which can reasonably be provided within standard staffing ratios. No refund will be issued in these circumstances. Explorers reserves the right to refuse entry to any child displaying dangerous or persistently disruptive behaviour. No refund will be issued in these circumstances.

Additional Needs and SEND

Explorers Holiday Club aims to provide an inclusive and welcoming environment for all children. Parents and carers must disclose, at the time of booking, any medical conditions, additional needs, behavioural needs, or circumstances that may require additional supervision or support. Explorers Holiday Club operates within standard holiday club staffing ratios and is not a specialist SEND provision. We are unable to provide one-to-one support under any circumstances. If a child requires one-to-one supervision, specialist intervention, or a level of support beyond what can reasonably be provided within our standard staffing structure, we will not be able to offer a place. If a child's needs are disclosed at the time of booking and it becomes apparent that a higher level of support is required, we reserve the right to withdraw the place with immediate effect in the interests of safety and wellbeing. If the child's needs were not disclosed at the time of booking, no refund will be issued. We will always seek to discuss any concerns with parents prior to making such decisions.

Illness, First Aid and Medical Treatment

Any medical conditions, allergies, or additional needs must be disclosed at the time of booking. Explorers Holiday Club requires that all children who are ill or infectious be kept at home for the full duration of their ailments, and for 48 hours after the last symptom of diarrhoea or sickness. Explorers Holiday Club will only administer medication if the child's parent/guardian has completed a MED1 form prior to attendance. In the event of an accident, first aid will be administered to children in our care, and the emergency services will be called, as necessary.

Balance payments

Payment must be made at the time of booking. Failure to do so will result in your booking being treated as unconfirmed, and your space may be released. Those making payment via Tax Free Childcare will be invoiced for the full balance at the time of booking.

Booking confirmation

A confirmation email will be sent to you at the time of booking. This email reflects the dates we understand you wish to book. It is the responsibility of the person making the booking to check all details carefully. Explorers must be notified within three working days of receiving the email if you believe any information is incorrect. Amendments will be accommodated where possible.

Booking Amendments

If you wish to change dates within the same booking period (for example, Easter) Explorers will assess availability and make changes where possible, provided a minimum of ten working days' notice is given. If you have booked a full week at a discounted rate, individual days cannot be moved unless the booking is amended to single day rates totalling a full week. Changes to dates cannot be made once a child has attended their first day of any given season, regardless of whether remaining dates are consecutive.

Cancellation

Cancellations must be submitted in writing to Explorers@langleschool.co.uk Refunds for cancellations are only considered in exceptional circumstances and remain at the discretion of Explorers. If cancellation occurs and no payment has been made, no subsequent bookings will be permitted until the prior balance is cleared. If Explorers must cancel a session, you will be offered either a full refund or a transfer to an alternative date.

No Show

A "no show" is a child not attending a booked session without prior written notice. No shows are not eligible for refunds, credits, or date transfers. If a child fails to attend the first day of a multi-day booking without notice, all remaining dates remain chargeable. Repeated no shows may result in refusal of future bookings.

Drop off/ collection policy

Children are to be registered in the outer hall of the Langley Prep school building. Children may be dropped off between 8:30 and 9am. Early drop offs are not permitted.

Only adults listed on the child's registration form may drop off and or collect the child.

A handover must be performed, and a member of Explorers staff must register the child before the authorised adult leaves the premises. Any important information (e.g. medication, injuries, changes in routine) must be shared with a member of Explorers staff during the handover process.

If a child arrives after the scheduled drop off window, the adult must contact the Camp Manager to ensure the appropriate handover can be performed.

Collection will be from the same location as drop off and a handover must be performed. Children will not be dismissed until an authorised adult is present.

If you require an early collection, Explorers must be informed in writing in advance. Certain activities cannot be interrupted (for example swimming). In these cases, early collection may only occur once the activity ends and the group returns. Children will only be released to authorised adults listed on the booking form. No partial refunds will be issued for early collections.

Photography and Videography

Photos and video footage may be taken during Explorers activities for the purposes of internal and or external marketing. If you do not consent to your child's image being used, please inform Explorers Holiday Club in writing. To change your preference at a later date, please contact Explorers@langleyschool.co.uk

Safety

All children must follow staff instructions at all times. When participating in an activity, children must meet any age, health, and or skill requirements appropriate for the activity. We reserve the right to refuse participation if safety could be compromised.

Liability

Explorers takes every reasonable step to provide a safe, well supervised environment. Activities are risk assessed, and staff are trained to support children appropriately.

Explorers is **not liable** for:

- Injuries, loss, or damage where reasonable care and supervision have been provided
- Injuries resulting from a child's failure to follow instructions or misuse of equipment
- Issues arising from undisclosed medical conditions

- Loss or damage to personal belongings

Explorers does **not** limit or exclude liability for:

- Death or personal injury caused by proven negligence of Explorers or its staff
- Any liability that cannot be excluded under UK law

Parents/guardians must ensure all medical, behavioural, and emergency information is accurate and up to date.

- Legal and safeguarding requirements
- Service monitoring and improvement
- Access
- Correction
- Deletion (where appropriate)
- Withdrawal of consent

Requests should be made to Explorers@langleschool.co.uk.

Complaints

Explorers is committed to resolving concerns promptly and professionally. Complaints will follow a tiered escalation process:

1. Camp Supervisor (Initial Concern)

Address day to day concerns directly with the Camp Supervisor for prompt resolution.

2. Camp Manager (Formal Escalation)

If unresolved, escalate to the Camp Manager, who will investigate and provide a formal response.

3. Commercial Manager (Final Stage)

If the issue remains unresolved, it may be escalated to the Commercial Manager for final review. Their decision is final.

All complaints will be documented, and Explorers aims to respond within **10 working days**.

