Your expectations should be high, and we'll always aim to exceed them. If things go wrong for any reason we'll work hard to put them right - quickly and effectively. We trust you will be reasonable, honest and fair, and we promise we will be too.

1. Payment

Summer camps need to be paid in full at time of booking.

2. Confirmation

Please check it, including dates and location. Responsibility for all booking details lies with the person who made the booking. Tell us within 14 days if we haven't confirmed what you have booked.

3. Changing Weeks/Days

We can change your dates, within the same operating season, providing we have spaces and you request your change at least 10 working days before your child starts camp. If you have booked a full week you cannot move individual days to another week.

4. Photographs

We may take photographs and video footage at camp to use for training and promotional purposes. To exclude your child we must be informed in writing before your child begins at camp. Where possible, we will post photos to our social media platforms for parents to view, but please note we cannot guarantee your child will appear on these.

5. Health and Safety

In order to maintain appropriate standards of health and safety, children with certain medical or physical conditions or those who cannot demonstrate the required skill competence may not be allowed to participate in some activities. In such cases we will always provide alternative activities.

6. Medical Information

If full information about medical or physical conditions, or behavioural matters or any other additional needs are not provided at the time of booking it may result in the child being excluded from certain activities. In such circumstances we may have to cancel the booking and no refund will be paid. All information given will be treated in complete confidence.

7. Child Protection

We have a duty to respond if they suspect a child in their care may be suffering from abuse, or if a child makes a disclosure about abuse. In this event staff will contact the Local Safeguarding Children's Board and act on their advice.

8. Staff

All staff are fully insured, hold DBS clearance and have first aid certificates. We do not offer any higher staff:child ratio than 1:10, irrespective of any child's specific needs.

9. Liability

We do not accept liability for personal injury or the death of any person unless directly caused by the proven negligence of the company or its servants, in this event our liability insurance provides cover of up to £5 million.

10. Personal Property

We will not take responsibility for the loss or damage of any items of personal property brought onto the camp (eg mobile phones) and nor do our insurance covers personal items.

11. Exclusions

We reserve the right to exclude any child for any reason at its absolute discretion, including persistent late collection. No refund will be made for days missed and no compensation will be made for any other costs or losses incurred as a result.

12. Programme and Activities

From time to time we may need to amend our activities, services, dates and venues for reasons, within or outside our control. In these circumstances parents may choose to transfer to another school site and/or alternative dates as advertised at that time by www.jacqui-smith.net, subject to other conditions contained herein. Under no circumstances will there be a refund or compensation to the customer. Please note that not all activities appear on the timetable daily, therefore if you are booking individual days we cannot guarantee specific activities on particular days.

13. Policies and Procedures

Copies of training manual can be viewed at http://personaltrainerhertfordshire.net/wp-content/uploads/2015/05/Trainers-Operating-Manual.pdf.

14. Complaints

www.jacqui-smith.net is committed to ensuring every child has such a good experience they will want to come back again. If you or your child are not entirely satisfied with the service we provide, then we want to be the first to know. If there's a problem while your child is still at the camp we can almost always resolve it. If we hear of a problem after a child has left camp we will take great care to look into the matter, but cannot change the situation after the event, so please talk to the Camp Manager promptly if you have any complaint. If your child is still at camp and the problem persists please contact our Customer Services Team at the address below. If the problem is still not resolved, please write to our Customer Services Team within 10 days of your child's last day with us. You can be assured that your complaint will be taken very seriously.

Refunds and compensation will only be made if we are proven to have been in breach of these terms and conditions, and it is proven further that they were not capable of remedying that breach and as a result the child was withdrawn from the camp.

15. Data Protection

We work within the Data Protection Act 1998. To process your booking we need to collect personal details about you and all the children on your booking. It is your responsibility to ensure that you have permission to pass on these details.

Additionally, we would like to hold and use some of your details for future marketing purposes, for example, sending you future summer camp / after school club information. Please let us know as soon as possible if you do not want to receive future mailings.