



Terms and Conditions

At APF Activity Camps, we take every possible step to balance the enjoyment, freedom, and fun of our holidays with the safety and well-being of the children in our care. However, there may be instances where we are unable to provide the extra support that your child requires. Should this occur, we will contact you promptly and provide a full refund. We ask that you carefully review and understand our key policies to ensure your child can fully participate and adhere to them while attending one of our APF sites. A summary of our main terms and conditions is provided below. For any inquiries, please contact our Customer Services team at **07555 748 776**.

1. Bookings

Email confirmation will be sent for all bookings made online or over the phone. A booking is considered confirmed when the required payment, including childcare vouchers (where applicable), is received. Completion of payment signifies your agreement to these terms and conditions.

2. Payments

We accept payments via PayPal, Google Pay, Apple Pay, credit cards, debit cards, and childcare vouchers (site-specific). We do not accept American Express or cheques. If any payment remains outstanding after the camp has concluded, we reserve the right to refer the debt to a collection agency.

3. Discounts and Offers

We guarantee the best available deal at the time of booking. Discounts cannot be combined. Should multiple discount codes apply, we will honor the most advantageous rate. Discounts must be applied at the time of booking and cannot be retroactively added. Offers expire at midnight on the specified date.

4. Childcare Vouchers

If childcare vouchers (CCVs) are accepted at your selected location, this will be indicated on the booking platform. Reservations are confirmed only once CCVs are processed. Parents are responsible for confirming payment on the EEQU system by entering the vouchers code reference. Payments made less than 14 days before the camp must be completed by debit/credit card, and vouchers will be refunded upon receipt.

5. Modifications to Bookings

Bookings can be modified within the same season (e.g., summer) without incurring administrative fees, subject to availability. For changes to a different season, credit balances will be retained if the new season is not yet open for booking. Please note that price differences may apply between seasons.

6. Cancellations

Cancellations with at least 48 hours' notice will receive a refund minus £10 per child per day. For cancellations with less than 48 hours' notice, no refund will be issued, but transfers to alternative days may be possible at the Director's discretion for medical reasons (supported by a doctor's note or self-certification for up to three days per season).

7. Extended Provisions

We offer **breakfast clubs (8 a.m. – 9 a.m.)**, **after-school clubs (3.30 p.m. – 6 p.m.)**, and enrichment activities, all available by prior arrangement and subject to availability. Cancellations made 48 hours in advance for enrichment activities are non-refundable and cancellations for wrap-around care with at least 48 hours' notice will receive a refund minus 50% of fee per child per day. For cancellations with less than 48 hours' notice, no refund will be issued, but transfers to alternative days may be possible at the Director's discretion

8. Child Information and Special Requirements

It is the responsibility of the person making the booking to ensure that all necessary information—such as medical history, special educational needs, or emergency contact details—is provided before the camp begins. Children with specific requirements or medical conditions will be accommodated wherever feasible, provided this can be achieved within the staffing ratios available. Please note that children who are flight risks or display frequent aggressive behavior may not be eligible for participation.

9. PPA Cover and Sports Clubs

Our camps, enrichment activities, and sports clubs—including dodgeball, football, and other physical education programs—are designed to support schools with **PPA (Planning, Preparation, and Assessment) cover** while promoting holistic development. Please contact us for bespoke PPA cover packages for your institution.

10. Illness and First Aid

Children must remain at home during any illness and for 48 hours after symptoms subside. Essential prescribed medication (e.g., EpiPens) must be handed to the Camp Manager. APF adheres to Ofsted and ISI guidelines regarding first aid.

11. Behaviour and Exclusion Policy

We maintain a zero-tolerance policy for bullying, discrimination, and persistently poor behavior. A staged warning system is used, and in rare cases of severe or repeated issues, children may be excluded. Refunds are not issued for exclusions.

12. Positive Behaviour and Inclusion

While all children are treated fairly, we recognize that equality does not always mean uniformity. Positive reinforcement is used, with daily "Super-Star Awards" celebrating exceptional behaviors.

13. Late Pick-Up

A late fee of £10 per 15 minutes will apply if a child is not collected on time. After 30 minutes without contact from a parent/guardian, Social Services may be notified. Persistent late pick-ups may result in refusal of future bookings.

14. Enrichment Activities and Schedule Changes

Our program includes a wide range of **enrichment activities**, such as arts and crafts, Go-karts, sumo suits, inflatables, archery, and team-building exercises, in addition to sports. Schedules may vary due to weather or unforeseen circumstances, and alternative arrangements will be communicated.

15. Safeguarding and Data Protection

APF complies with safeguarding regulations, including mandatory reporting of any concerns to Ofsted or relevant authorities. All personal data is securely stored and used in compliance with UK data protection laws.

16. Feedback and Complaints

We welcome feedback to improve our services. Concerns should be raised with the Camp Manager initially, escalating to Head Office if necessary. Further details about our complaints procedures can be found on our website (complaints policy and procedures).

For additional information or a full copy of our policies, please contact **kjames@apfactivitycamps.com**.
