Koala Klubs booking Terms and Conditions

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Payment:

Payment for our clubs is on booking.

Flexible payment

Where there has been an option to pay a deposit at booking and pay the remaining balance later, remaining payments can be made at the customers convenience, but full payment must be made,10 days before the club starts. This also applies where a flexible payment option has been arranged with a customer.

Offers and Discounts:

**Only one discount is allowed at a time and only one per promotion. Koala Klubs reserves the right to disallow offers and discounts if they have been used incorrectly.**

Unlimited Pass terms and conditions:

Each pass can only be used one per child. For example, for 2 children you would need to buy 2 unlimited passes.

Your pass must be used for the child you have purchased it for only.

Please check the date when your pass expires – the passes are not valid for 12 months from purchase .

Koala Klubs reserves the right to cancel a pass due to misuse, without refund.

This cannot be used with any other offer.

When you purchase a pass you are agreeing to our terms and conditions.

Please note, not all of our sites run holiday camps at all school holidays, some of our camps only operate at Christmas, Easter and Summer holidays. It is the customer’s responsibility to check if your nearest venue is running, to know if the pass is financially viable for you.

Due to the nature of our contracts with Venues, we do not guarantee running our camps at a particular facility. Where we sell our annual passes we guarantee to offer ourany new or alternative camps within a 5 mile radius of any current venue. Our Annual pass will only be eligible for a refund should Koala Klubs not be able to offer this 5 mile guarantee

Confirmation:

Your invoice confirms what you have booked. Please check it, including dates, location and child details. Responsibility for all booking details lies with the person who made the booking. If your invoice is not what you expected please tell us within 48 hours, we’ll change it if we can, or refund you if we can’t. After 48 hours our normal cancellation and booking amendment terms will apply.

Our sites:

Under our Ofsted exemption, we operate on open sites, where there may be members of the public. When booking onto our clubs you are agreeing that you accept that at certain sites we may need to walk children from one site to another or from one area to another. This is particularly relevant at our Sidcup, Long Eaton, Ilkeston and Bingham. All of our clubs are risk assessed, we have fully trained and DBS checked staff to safely walk the children from one area of the venues to another.

Many of our sites are public access sites and are used for a wide range of activities. Koala Klubs is not responsible for any children who are not attending club, have not been dropped off or have already been sign out, or are participating in other activities in the centre where Koala Klubs is operating

Changing days:

Changes to booked days are able to change days . Please do this at least 14 days prior to your booking. Any days purchased in a special offer cannot be changed

Cancellations:

Please note that cancellations must be made at least 30 days prior to your booking. Later cancellations, or failure to attend clubs without notifying us will result in you being unable to receive a refund.

If cancellations are made before the 30 day period, the fees that Koala Klubs has incurred will be deducted from your refund.

If cases can’t be refunded then sessions can be moved to another camp during the same or different school holiday.

Refunds are processed through our payment processor and can take up to 14 working days to be returned to the card which was used to purchase the product

Please note, cancellations paid for with any special offers cannot be refunded and cannot be altered to a different holiday period..

For any cancellations of clubs you will be contacted by email.

HAF - No shows. If you book onto our HAF free provison and you do not show up without letting us know, the remainder of your booking will be cancelled and you will not be able to re book with Koala Klubs for the remainder of that school holiday period

Photography:

At our camps we may take photos of the children doing activities for our website and social media page. When booking, you must state either ‘yes’ or ‘no’ to the question about photography.

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.

Children attending the camps are required to be able to use the bathroom themselves and change themselves at swimming times without assistance.

Your Child’s Information:

 At the time of booking full and accurate information about the child’s DOB, medical, physical or behavioural matters, or any other additional needs must be provided. Failure to do so may result in the child being excluded from certain activities. In some circumstances we may have to cancel the booking and no refund will be paid. On the first day at camp each we recommend a completed About my child for available at [www.koalklubs.co.uk](http://www.koalklubs.co.uk), is signed and printed Essential Information form must be handed in directly to the camp. Without this form, we may not be able to fully understand your childrens additional needs children onto camp. All information given will be treated in complete confidence.

Child Protection:

Koala Klubs staff have a duty to respond if they suspect a child may be suffering from or makes a disclosure about abuse. In this event staff will contact the relevant local authority and act on their advice.

We do not allow children to use mobile phones or bring other devices to our camps. Devices, particularly those with camera’s, do not adhere to our safeguarding policy. Other devices are not allowed because of risk of losing items, Koala Klubs are not responsible for children’s belongings.

Staff ratios:

Our staff to child ratios all work within the legal requirements.

Liability and Personal Property:

Koala Klubs does 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 £10 million.

Koala Klubs will not take responsibility for the loss or damage of any items of personal property brought onto the camp our insurance doesn’t cover personal items.

Koala Klubs are not responsible for children until they have been dropped off by a parent / carer and signed in. Koala Klubs are not responsible for children once the parents have arrived to collect and the children have been handed over to the parent.

Exclusions:

Koala Klubs reserves the right to exclude any child for any reason at its absolute discretion, including persistent late collection; we are only registered to have children on site until 6pm. No refund will be made for days missed and no compensation will be made for any other costs or losses incurred as a result.

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 Koala Klubs site and/or alternative dates as advertised at that time by Koala Klubs, subject to other conditions contained herein. Under no circumstances will there be a refund or compensation. 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.

Complaints:

Koala Klubs is committed to ensuring every child has such an amazing experience they can’t wait to come back. 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 Managing Director, Neil Vanderwalt. In the unlikely event your complaint is still unresolved, you may wish to contact Ofsted on 0300 123 1231 or write to Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD.

Refunds and compensation:

Will only be made if Koala Klubs is 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. Please note: verbal abuse of office or camp staff will not be tolerated and bookings cancelled with immediate effect.

Please note, any clubs paid for with special offers **are Non-refundable and Non Changeable**

In special cases where a pay later arrangement is made, non-refundable deposits will be required.

Data Protection:

Koala Klubs acts as a Data Controller for the purposes of the Data Protection Act 1998 (GDPR from 25th May 2018). 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; we will ask for your consent to this when you register your details with us. We will never pass your details on to any third party.