

Terms and Conditions

Potential Kids

Customer Responsibilities

Customers will provide all up to date relevant medical, dietary and other similar information for the protection of the child, staff members, other children and emergency services that come in contact in the case of an emergency. Parents and carers must keep this information up to date and notify staff if there has been a change.

Payments and Refunds

Any payments or fees are non refundable however in the case of an illness where the child is unable to attend due to being unwell or similar circumstances then we allow the customer to cancel the date and choose another day during the current or future camps.

Lost Property

Potential Kids are not responsible for any damage or loss of clothing or equipment brought to a camp day and any unnecessary belongings brought will be at the customer's own risk. Any lost or left items will be placed in our lost property box.

Complaints Policy

Potential Kids is committed to providing high quality customer service for all customers, children or adults. If something is wrong or you are not satisfied with our services, please inform a member of staff. The complaint will then be passed on to our camp leaders who aim to deal with and resolve the problem immediately. If you have a concern or complaint that you feel is urgent you have the right to demand to see the camp leader on site, staff will do their utmost best to arrange this so the complaint or concern is dealt with as it arises. You can complain in person, by phone, in writing or via email. It is easier for us to resolve any issues if you make them quickly and directly so please feel free to talk to any member of staff. We aim to deal with any complaints as soon as possible however if the complaint is via email then please allow up to 28 working days for a reply. If you are not satisfied with our response you have the right to take the matter higher in which you can contact Ofsted and make a complaint. If a complaint is made Potential kids must notify Ofsted within 14 days. An Ofsted parent poster must be displayed at the front desk which will signpost parents to the Ofsted complaints.

First Aid Policy

Potential kids are committed to keeping all children safe, therefore by booking onto our holidays camp we require a parent or guardian consent to allow our qualified first aiders to administer any medical treatment your child may require whilst in our care.

Ofsted Contact Details - 0300 123 1231

