The Hill End Outdoor Education Centre ('Hill End')

Additional terms and conditions for Easter Holiday 'Wild Days'

Please note: Hill End has standard terms and conditions (T&Cs) for all our bookings that can be viewed online here

Our 'Wild Days' activities are also subject to some additional T&Cs as set out below. Please take the time to read these terms and conditions carefully as they are also the basis for the contract between us.

1. Contract

The party (the person) whose booking is accepted by Hill End in accordance with these terms and conditions will hereinafter be referred to as or 'You' or 'you'.

2. Bookings

Bookings must be made online using the registration form and by providing full payment.

A booking is only confirmed once you have received email acknowledgement from Hill End that this has been received and your booking has been accepted.

3. Payments

Payment must be made in advance by bank transfer using the details on the registration form, Hill End does not currently offer payment with childcare vouchers.

4. Cancellation and changes by you

For 'Wild Days' we offer cancellation dates and charges are different from our standard term and conditions, as below:

Cancellation Date	Cancellation Charge
From date of booking until 14 days prior to the start date	10% of the total invoice
Fewer than 14 days prior to the start date	100% of the total invoice

For requests for a change of date (e.g. moving your booking from Tuesday to Monday) we will accommodate this without charge if there are spaces available on the new date. If the new date is already full, the booking cannot be moved and the cancellation fees above will apply.

If for any reason your child is unable to attend their session on the day, please contact Hill End before 9am so that we know not to expect them.

5. Information about your child

It is your responsibility to ensure that all the details provided are accurate, including full information regarding medical and other special needs. Children must have an appropriate level of English language so that they can understand and comply with instructions for their safety.

6. First Aid, Medication and Illness

7. In accordance with our standard T&Cs, no child who is ill or suffering from an infectious disease will be allowed on site Anyone suffering from such symptoms must leave the site as soon as reasonably practicable. No child will be permitted to return until they have been symptom free for at least 24 hours.

   In the event of a minor accident requiring a child to require first aid, our fully trained first aiders will provide immediate care as appropriate. Will we fill in our accident book and inform the parent or carer who collects the child. For anything more serious, parents or carers will be immediately informed and likely asked to collect their child in order for them to receive more care and comfort. In the unlikely event of a serious accident, we will inform emergency services.

   Our staff will only administer medication if it has been prescribed for the child for a health professional and with clear instructions. Any child requiring an Epi-Pen must bring two pens with them. The correct use of the pen must be demonstrated to our staff either by a medical professional or a parent/carer before the child can be dropped off. All medication must be handed to Hill End staff for safe keeping and drop-off and will be returned at collection.

   Should weather conditions mean sun block is advisable, we request this is applied by the parent or carer before the session. Children should reapply this themselves as required during the day.

8. Special requirements

We acknowledge children may have diverse needs and we will seek to accommodate those with specific needs on our camps as far as possible. However, there will be limits to this due to the programme, activities, terrain and staffing levels. We will discuss this with you on a case-by-case basis.

For children with an Educational Health Care Plan (EHCP) you must notify us at the time of booking. For children who need additional support / 1:1 care, we can consider accommodating a child's carer or support worker as long as we have their full details, reference checks and an enhanced DBS check at least 14 days in advance. We also reserve the right not to accept this arrangement if these checks are not in place. Hill End cannot at present provide additional staff to meet any special needs.

Due to current staffing ratios, we cannot support children requiring assistance with intimate or personal care for toileting.

9. Behaviour

Safeguarding children in our care is our primary concern. We expect all children to follow instructions and treat others in the group with kindness and consideration.

Our tutors will aim to resolve any minor issues amicably, but we do not tolerate discrimination, bullying and persistent poor behaviour of any kind, irrespective of any special needs. In the unlikely event that this occurs, we reserve the right to request parents or carers to remove children from site for one or all the days booked. All costs associated with this will be the parent or carer's responsibility.

10. Personal property

All personal property is brought onto site is at your risk. Hill End cannot take responsibility for this and is not liable for any lost or damaged property.

We do not allow children to have mobile phones or other electrical devices on site and request that these not be brought to Hill End. If these are found, they will be securely locked away and returned to parents or carers at the end of the day.

11. Late pick-up

Children must be collected promptly by 5pm. If you are late for any reason, you must inform Hill End as soon as possible by telephone. As we require two members of staff to wait with the child, late fees of £20 per 15 minutes will be charged. We reserve the right to refuse future bookings from parents who regularly pick up later than the agreed time.

12. Safeguarding and other policies

Hill End has in place Safeguarding and Health &Safety Policies available online here. We also have other tools to ensure the safety of children in our care such as risk assessments and Lost Child Procedure.

No parents or adult visitors (excepting 1:1 support as mentioned above if agreed) will be permitted to join the sessions.

If you have any queries about any of our polices or procedures, please do get in touch.

13. Feedback or Concerns

We encourage feedback from our visitors, to help us improve and showcase our work to others, and you will be sent a form following your booking. Please do complete this.

If you have any concerns please do raise this as soon as possible with the staff on site. If the issue cannot be resolved in this manner, please contact the Hill End office. If this is not satisfactorily resolved. Please follow the Hill End Complaints Policy available online here.