



ALLEYN'S SCHOOL ENTERPRISES LIMITED

Townley Road, Dulwich, London, SE22 8SU

Telephone: 020 8557 1500 (Reception)

Email: enterprises@alleyns.org.uk

Website: www.alleyns.org.uk

Company VAT Number: 124114072

Company Registration Number: 3525786

Alleyn's Holiday Camp Terms and Conditions

Alleyn's HOLIDAY CAMP

Name of Policy	Alleyn's Holiday Camp – Terms and Conditions
Reviewed by	Hannah Seppings
Date of review	September 2025
Date of next review	September 2026

Overview

These terms & conditions apply to Alleyn's Holiday Camp provided by Alleyn's School Enterprises Limited and should be read alongside the Parent Information provided on the website and any other associated promotional material.

1. About Alleyn's School Enterprises Limited (ASEL) and contact details

Alleyn's Holiday Camp is managed by and operated on behalf of Alleyn's School Enterprises Limited (ASEL) Company Number 03525786.

ASEL is the wholly owned trading subsidiary of Alleyn's School undertaking commercial trading activities that do not fall within the objects of the charity. Profits made by ASEL activities are donated to the School through Gift Aid.

- **Address:** Alleyn's School Enterprises Limited, Townley Road, London, SE22 8SU
- **Tel:** 020 8613 5027
- **Email:** holidaycamps@alleyns.org.uk
- **Website:** www.alleyns.org.uk
- **Ofsted Registration Number:** 2833912 (Alleyn's Holiday Camp, Setting Registration Number: 2833913).

2. Bookings

- Please make all bookings in advance via the online booking system, these will be confirmed by automated email.
- Payments can be made by credit/ debit card, Tax-Free Childcare and Childcare Vouchers.
- For bookings made using Tax-Free Childcare or Childcare Vouchers, valid credit or debit card details must be provided at the time of booking. If payment via Tax-Free Childcare or Childcare Vouchers is not received within 14 calendar days of the booking date, the card provided will be automatically charged for the full amount due.

- iv. Part or full payment is regarded as acceptance of our Terms & Conditions and your acknowledgement of guidance outlined in the Parent Information document.
- v. No booking will be confirmed prior to receipt of full payment and all child registration documents being completed.

3. Changes and Cancellations

Changes to bookings

- i. If you give us 14 or more days' notice before your booking starts, you may change your dates within the same holiday season, subject to availability, free of charge. Please contact the ASEL Team as early as possible on 0208 613 5027 or holidaycamps@alleyns.org.uk.
- ii. We may be unable to make changes requested with less than 10 days' notice.
- iii. If you booked at the discounted full-week rate but wish to split days across different weeks, your booking will be recalculated at the standard daily rate, which may result in an additional charge.

Cancellations – Credit or Debit Card Payments

- iv. If you give us at least 14 days' notice before the date(s) you wish to cancel, we will refund all monies paid. Please email holidaycamps@alleyns.org.uk to request a refund.
- v. If you cancel individual day(s) within a booked week, we will recalculate your booking at the standard daily rate. This may mean you need to pay the difference between the discounted weekly price and the daily rate.
- vi. Refunds will be made to the original payment method. Please allow up to 10 working days for processing.
- vii. If illness or injury prevents attendance, you may transfer your booking to other available dates within the same holiday season, free of charge, provided you contact the ASEL Team at the earliest opportunity.
- viii. If you give us less than 14 days' notice, no refund will be issued.

Cancellations – Childcare Vouchers and Tax-Free Childcare

- ix. If you give us at least 14 days' notice before the date(s) you wish to cancel, the amount paid will be returned to your Kids Club HQ account as credit. Please email holidaycamps@alleyns.org.uk to request a cancellation.
- x. If you cancel individual day(s) within a booked week, we will recalculate your booking at the standard daily rate. This may mean you need to pay the difference between the discounted weekly price and the daily rate.
- xi. Where possible, we will process refunds directly to certain childcare voucher providers.
- xii. Tax-Free Childcare payments cannot be refunded. In these cases, all cancellations will be returned as credit to your Kids Club HQ account.
- xiii. If illness or injury prevents attendance, you may transfer your booking to other available dates within the same holiday season, free of charge, provided you contact the ASEL Team at the earliest opportunity.
- xiv. If you give us less than 14 days' notice, no refund will be issued.
- xv. Please allow up to 10 working days for processing.

Cancellation by Alleyn's

- xvi. In exceptional circumstances, we may need to cancel booked dates. If this happens, we will aim to give you at least 14 days' notice and offer a suitable alternative where possible. If no alternative is available, or you prefer, we will refund all monies paid for the cancelled dates.

Other costs and expenses

- xvii. Apart from the fee refunds set out above, Alleyn's is not responsible for any additional costs or expenses incurred by participants in connection with the Holiday Camp, including travel, accommodation, or other arrangements affected by changes or cancellations.

4. Communication

Communications from Participants

- i. Communications from Participants relating to Alleyn's Holiday Camp should generally be directed to holidaycamps@alleyns.org.uk.
- ii. For the avoidance of doubt, this includes all communications relating to cancellations by Participants, or substitution of Participants.

Communications from Alleyn's

- iii. All communications from Alleyn's relating to the Holiday Camp will be by email sent to the email address provided by Participants to Kids Club HQ when the camp was booked.
- iv. It is the person who made the booking's responsibility to ensure their email address is working and checked regularly.
- v. Participants should check their junk folders regularly in case the Holiday Camp communications have been misdirected there.

5. Ofsted

- i. Alleyn's School Enterprises Limited are registered as a provider of childcare on non-domestic premises on the compulsory part of the Childcare Register and Voluntary part of the Childcare Register at Alleyn's Holiday Camp.
- ii. Setting registration number: 2833913.
- iii. All policies and processes are in line with Ofsted requirements.

6. Adverse Weather Conditions

- i. In the unlikely case that we are unable to run the Camp due to adverse weather conditions we will offer a full refund or credit for another day.
 - ii. We will endeavour to advise customers of any closure by means of email, text, or notification on the Alleyn's Holiday Camp website as soon as possible. The website will be updated with the most up to date information.
 - iii. If customers are unable to attend Camp during adverse weather conditions but the Camp is open, no refund will be applicable.
 - iv. Adverse weather conditions are determined by either an Amber or Red weather warning issued by the met office via local or national TV & Radio or via the website www.metoffice.gov.uk.
 - v. It is the responsibility of parents to ensure children are dressed appropriately for both hot and cold weather conditions.
-

7. Available Dates & Activities

- i. All information in our literature is correct at time of printing.
 - ii. Changes may occur and, if so, we will inform parents via our website as quickly as possible.
 - iii. Not every activity pictured or listed in our literature is always available.
 - iv. Activity programmes are subject to change in the event of unsuitable weather or other circumstances beyond our control.
 - v. Activity timetables – if displayed – are a guide and are subject to change. If you are booking individual days, we cannot guarantee that a specific activity will be scheduled for that day.
 - vi. The group age ranges are dependent on the number of children in attendance and may vary from the time of booking.
-

8. Hours Of Operation (Including Standard & Extended Days)

- i. Alleyn's Holiday Camps will operate a Standard Day between the hours of 9:00am and 4:45pm.
 - ii. Standard Day registration opens at 9:00am and closes at 9:30am. If you will be arriving after this time you must contact the Duty Camp Manager on 07823 539 257.
 - iii. Standard Day collection starts at 4:00pm and runs until 4:45pm.
 - iv. Our Extended Day drop off hours are 8:00am until 9:30am and collection 4:00pm until 6:00pm.
 - v. If you have purchased the Extended Day option, you may still pick up and drop off during Standard Day times.
 - vi. If you have not purchased an Extended Day and arrive outside of the standard hours, you will be charged the Extended Day rate.
 - vii. All children must be collected by 6:00pm.**
 - viii. If for any reason you are unable to collect by 6:00pm, we ask that you call the Duty Camp Manager as soon as possible (0782 353 9257).
 - ix. Two members of staff from Alleyn's Holiday Camps will wait with your child until they are collected.
 - x. There may be an 'on the spot' £25 fine for late collection after 6:00pm, rising to £45 for collection after 6:30pm to cover the additional staffing costs incurred.
 - xi. If we have no contact from a parent/guardian by 6:45pm, we will contact Social Services to advise them we have an uncollected child.
 - xii. We reserve the right to refuse future bookings from parents who consistently pick up late.
 - xiii. You can purchase the Extended Day supplement as and when you need it.
-

9. Insurance

- i. All children in our care are covered by the Alleyn's School Public Liability Insurance.
-

10. Health Policy

- i. We require all children who are ill or infectious be kept home for the full duration of their ailment, and for 48 hours after the last symptom occurs.
 - ii. Our Duty Camp Manager, or a nominated first aider, will administer medication if a request is made in writing stipulating the dose, the time, your child's name, and the duration of the treatment. We will not be able to administer your child's medication without written permission.
-

11. First Aid

- i. In the event of an incident, first aid will be administered to children in our care and the emergency services will be called if necessary.
 - ii. Upon drop-off, each child's essential prescribed medication must be handed in to the Duty Camp Manager for safe keeping. All First Aid policies are in line with Ofsted recommendations.
 - iii. We ask that all parents/guardians whose children carry auto-immune injectors speak to the Duty Camp Manager on their child's first day at Camp to ensure all relevant medication and information has been handed over.
-

12. Notice Of Absence

- i. If a child is not attending a scheduled day of Camp, parents/carers must telephone the Duty Camp Manager (07823 539 257) or Office (0208 613 5027) to allow us to update records.
-

13. Lost Property

- i. Alleyn's Holiday Camps is not liable for any lost, stolen, or damaged property on Camp.
 - ii. Lost property will be held until one week after the last day of Camp during that holiday period and should be collected no later than the week after camp.
 - iii. Unclaimed lost property will be given to charity and will not be retained at the School.
-

14. Photography & Video

- i. Alleyn's Holiday Camps occasionally take photographs and videos of children participating in camp activities. These images may be used for social media, promotional purposes, or informational materials.
 - ii. At the time of booking, you will be asked to provide consent regarding the capture and use of your child's image. We will always adhere strictly to your consent preferences.
 - iii. Parents are responsible for ensuring these preferences are accurate and kept up to date.
-

15. Mobile Phones & Electronic Devices

- i. Please discourage children from bringing mobile phones with them as they are often unnecessary and inappropriate on an activity holiday camp, we do appreciate that for peace of mind some parents like their children to have a mobile phone for when they are not at home.
 - ii. Any mobile phones brought to Camp should be handed to the Duty Camp Manager and will be kept until the end of the day.
 - iii. Parents/Guardians are requested to contact the Duty Camp Manager if they wish to speak with their child during Camp.
 - iv. Alleyn's Holiday Camps will not take any responsibility for the damage or loss of any electronic devices that are brought onto Camp.
-

16. Money & Expensive Items

- i. We recommend that your child does not bring:
 - a. Money – we will not be selling anything for children to buy.
 - b. Anything else of substantial value such as jewellery, accessories, or designer clothes.
 - ii. We cannot be held responsible, nor can we compensate if items get damaged or go missing.
 - iii. We do endeavour to return lost property where possible, to do this we ask that belongings are clearly named.
 - iv. If anything is missing when your son or daughter leaves Camp, please let the Duty Camp Manager know about it as soon as possible so we have the best chance of finding the lost item.
-

17. Equal Opportunities & Child Protection

- i. Alleyn's Holiday Camps support equality and welcomes all children, regardless of their gender, ability, race, or religion.
 - ii. Each child attending Camp is of equal value and is entitled to equal access and opportunity.
 - iii. We operate a zero-tolerance policy on discrimination or bullying of any kind.
 - iv. Alleyn's Holiday Camps has legal obligations in relation to Safeguarding and Child Protection.
 - v. As a caring organisation, any suggestion of child abuse or neglect will be investigated and reported to Alleyn's School and our regulator, Ofsted, or other official agencies.
-

18. Specific Needs & Medical Conditions

- i. Alleyn's Holiday Camps recognises that the needs of individual children vary and will endeavour to accommodate children with specific needs and/or medical conditions within the Camp environment.
 - ii. It is our policy not to exclude any child due to specific needs and/or medical conditions wherever possible.
 - iii. **It is the responsibility of the parent/carer to contact ASEL on holidaycamps@alleyns.org.uk (separately to the booking)** to inform us of any medical conditions and special educational needs or disabilities. A discussion should be held to determine how best to accommodate the child and consider whether any reasonable adjustments can be made to ensure they are able to fully participate and enjoy the activities on Camp within the staffing ratios provided for their age group.
 - iv. Following this discussion decisions are made on a case-by-case basis and depend upon the level of support each individual child may require.
 - v. We are not able to provide additional staff to support a child above the ratios of **1:12 for 5 to 7 years old** and **1:20 for 8 years old and above**, irrespective of any specific needs or medical conditions.
 - vi. Alleyn's Holiday Camps do not provide one-to-one support.
 - vii. We are happy to accommodate a child with specific needs on a paid trial basis and reserve the right to review with a parent/guardian before accepting further bookings.
-

19. English as a Second Language

- i. Alleyn's Holiday Camps is open to all children, no matter their background or origin.
- ii. We do ask that all children attending Camp can understand English and are able to speak it to a conversational standard as the bare minimum. This is to allow our staff to be able to effectively communicate with them and ensure their safety.
- iii. Children who are unable to communicate with their peers may not enjoy their time with us as much as others.

- iv. We are happy to accommodate a child with English as a second language on a paid trial basis and reserve the right to review with a parent/guardian before accepting further bookings.
 - v. This also applies to parents/guardians during drop-off and collection as important information may need to be passed on to them.
-

20. Behaviour & Code Of Conduct

- i. Alleyn's Holiday Camps encourage a relaxed atmosphere on Camp and always aims to promote good behaviour.
 - ii. Upon booking you agree that your child or children will:
 - a. Respect the property of others
 - b. Be patient, honest, fair, and polite to others
 - c. Not use abusive or explicit language
 - d. Not be aggressive in the way they speak or behave towards others
 - e. Respect and treat others as they would wish to be treated
 - iii. We have a responsibility for ensuring the wellbeing and safety of all children in our care and have approved procedures for managing behaviour.
 - iv. Parents/Guardians will be informed of any unacceptable behaviour upon collection of their child. The Duty Camp Manager may issue a warning to the parent/guardian regarding their child's behaviour. We reserve the right to exclude the child from Camp without refund if two warnings are received during any one week. Parents/Guardians may contest these warnings by contacting the ASEL Office on holidaycamps@alleyns.org.uk or by following the guidance given in the Parent Feedback and Complaints section.
 - v. We follow a zero-tolerance policy on discrimination, bullying and persistent poor behaviour of any kind, irrespective of any special needs.
 - vi. On rare occasions, and in more serious cases, we reserve the right to ask parents to remove children from Camp. No refund will be made for any remaining days booked, and any costs associated with the exclusion, including transport home, will be the parents' responsibility.
 - vii. Parents and guardians are also expected to follow respectful behaviour guidelines and treat staff, children, and other adults with courtesy and consideration.
 - viii. Full details of our Behaviour Policy can be found [here](#), you agree to adhere to this policy upon acceptance of these Terms & Conditions.
-

21. Data Protection

- i. We may contact you via email with information about our upcoming services (provided you have requested your details be used for this purpose).
 - ii. You may opt out of our mailing list when booking, or afterwards at any stage.
 - iii. We are committed to keeping your details confidential. We do not sell, rent, or lease our subscription lists to third parties, and we will not provide your personal information to any third-party individual, government agency, or company at any time unless compelled to do so by law.
-

22. Parent Feedback & Complaints

Reporting Concerns to Alleyn's Holiday Camp

- i. If you have a concern regarding Alleyn's Holiday Camp, this should initially be raised with the Camp Manager. The manager can be contacted on 07823 539 257 or in person during drop off and pick up hours.
- ii. If you are unable to resolve the issue, the ASEL Office will be advised and will attempt to resolve the issue to your
- iii. satisfaction.
- iv. If you are unsatisfied with the response provided and wish to make an official complaint, please send an email detailing the issue to holidaycamps@alleyns.org.uk.
- v. Your complaint will be investigated by our Commercial Courses Co-ordinator. Our Chief Financial Officer (CFO) and Co-Commercial Director will be informed of the complaint and actions taken to resolve.
- vi. If, following the above, you are still unsatisfied then please contact the CFO's office via cfo@alleyns.org.uk. Our CFO and Co-Commercial Director will investigate and provide a response as appropriate.
- vii. Where requested, responses to complaints will be provided in writing, outlining the outcome of the investigation and any actions taken. A written response will be issued as soon as reasonably possible and no later than 28 days from the date the complaint was made.
- viii. A record of all complaints and outcomes is retained for at least three years and is available to Ofsted on request.

Reporting Concerns to Ofsted

- i. The first step is always to raise any issues with the school, service, or provider by completing their full complaints procedure. Most issues can be resolved in this way.
- ii. If you are unsatisfied by the response of the School, you can then complain to Ofsted.
- iii. Complaints to Ofsted can be made by contacting enquiries@ofsted.gov.uk or 0300 123 4666.
- iv. Ofsted may not be able to accept your complain if you have not raised any issues with the School, service, or provider.
- v. Ofsted will review your complaint and see if they need to:
 - a. Carry out an immediate inspection.
 - b. Work with other agencies to look into the issues you've raised.
- vi. They may also ask the childcare provider to investigate and, if necessary, to make changes.
- vii. Ofsted will publish the results of an inspection on their website. They will not reply to you directly.

23. Safeguarding And Child Protection

- i. The Alleyn's Holiday Camps adheres to the Alleyn's School Safeguarding and Child Protection policy that may be viewed [here](#).
- ii. In addition to the above, Alleyn's Holiday Camps operates its own Supervision of Changing Facilities policy. This policy can be viewed [here](#).
- iii. Safeguarding children at Alleyn's School is the responsibility of the whole staff community. All adults working in this School (including visiting staff, volunteers, and students on placement) are required to report instances of actual or suspected child abuse, neglect or relevant child protection concerns to the Designated Safeguarding Lead (DSL).

Reporting a Safeguarding Concern

- **Email:** safeguarding@alleyns.org.uk
- **Melanie Joel** - Assistant Head (Safeguarding) and Designated Safeguarding Lead (DSL) – Whole School – Tel: 020 8557 1502.
- **Oliver Watkins** – Co-Commercial Director and Deputy Designated Safeguarding Lead (DDSL) – External Activities including Alleyn's Holiday Camp – Tel: 020 8557 1557.

24. Visitor obligations

Visiting Alleyn's

While visiting the Alleyn's School premises, Visitors must adhere to Alleyn's School policies and procedures including but not limited to those outlined below:

- CCTV Policy
- Data Protection Policies and Privacy Notices*
- Equality & Diversity Policy
- Health & Safety Policy
- Information Management and Information Technology (IT) Policies

END.