



LIT-UP MANDARIN BOOK CLUB

HOLIDAY CLUB

TERMS & CONDITIONS

1. **Age requirement** – Children must be between 5 and 15 years old to attend the camp.
2. **Registration** – Parents must fill out a registration form and pay full amount to secure their child(ren)'s place(s).
3. **Medical Information** – Parents must provide details of their child(ren)'s medical history and any conditions they may have, including allergies or medication requirement.
4. **Payment** – Confirmation of your booking will be sent once payment has been received and the online form has been filled in. Please check the dates. Responsibility lies with the person who made the initial booking. Let us know as soon as possible if we have not confirmed what you thought you had booked, and we will do our best to make the changes you require. If you don't advise us in good time and we can't accommodate the change, our cancellation fees will apply.
5. **Changes to your Booking** – We can change your dates providing we have spaces and you request your change in writing at least 7 days before your child starts camp. If there is a difference in price you will need to cover this cost.
6. **Cancellations** – Any cancellations must be notified in writing and are subject to the following charges. If received up to 14 days prior to the start of booking a full refund will be given. If received less than 14 days prior to the start of booking no refund will be given.
7. **Photographic/Video Footage** – We may take photographs and video footage at camp to use for our website, brochure, or promotional material. If you wish to exclude your child, we must be informed in writing before camp. All data collated is kept securely.
8. **Late Collection** – If your child is booked until 4:30 pm but you collect after this time, you will need to pay the additional £5 late stay charge. If your child is already booked in for the extended day our late club is only registered until 5.00pm and after that time we are legally obligated to inform Children's Services if a child is still on site and we have not been able to contact the parents/carers.
9. **Exclusions** – LMBC reserves the right to exclude any child for any reason at its absolute discretion, including, persistent late collection. No refund will be made for days missed and no compensation will be made for any other cost or losses incurred as a result.

10. **Programme Changes** - The organisers reserve the right to amend the programme where it is found to be necessary.
11. **Liability** - LMBC 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 employees, in this event our liability insurance provides cover of up to £5 million.
12. **Complaints** - LMBC is committed to ensuring every child has a great time on Camp. If you or your child are not happy with the service, we provide then we'd like to hear about it. Please ask to speak to the Camp Leader or call/email the customer services team at admin@litupmandarinbookclub.org We assure you that all comments will be dealt with swiftly.
13. **Health and Safety** – The camp will take all necessary measures to ensure the health and safety of all campers, including risk assessments and staff training. However, parents should be aware that some activities may carry a degree of risk.
14. **Policies and Procedures** - Copies of policies and procedures are [held here](#), on site and in the Central Office and printed copies are available on request.