



Booking Terms & Conditions

Term

Our Terms apply from when you sign up for an Active Me 360 CIC service or account and continues as long as you use the Services or until changed by us in accordance with the paragraph below.

Bookings

Bookings for all Active Me 360 services must be made in advance.

Full payment must be made in advance of the booking commencing. At selected Active Holiday venues we offer an 'Onsite Payment' option, payment by cash or debit or credit card must be made at the time of signing in.

Methods of Payment

Active Me 360 believe in a '0' barriers approach, where possible we will aim to remove as many barriers as possible to ensure accessibility and opportunity for all. To support this we accept the following methods of payment;

- by credit or debit card online.
- By credit or debit card onsite for Active Holiday Camp bookings only, from 1st September 2019 this method will incur a 2.5% booking fee.
- By Bank Transfer/BACS directly into our account.
- Cash is accepted as payment for a booking at selected Active Me 360 venues.
- Childcare Vouchers (for Active Holiday Camps at Swanmore Leisure only).

Booking Confirmation

All bookings will be confirmed by email. Please note a booking is only confirmed once payment has been received in cleared funds.

Late Bookings

Please note that bookings required on the day of the activity can only be made online via www.activeme360.com, over the telephone or onsite if we have spaces available.

Arrival on Site without an Advance Booking

If an advance booking for an Active Me 360 activity has not been made prior to the activity start date and the customer arrives at the site on the activity start date, access to our activities will only be granted if:

- There are a sufficient number of staff on duty to ensure compliance with required staff to child ratios.
- The customer makes full payment at the time of drop off.





- The customer can provide full booking details as required by the Camp Manager to allow the child/ren to participate.

Changes

We may change any of the Terms by posting revised Terms on our Website and/or by sending an email to the last email address you gave us., the new Terms will be effective immediately and apply to any continued or new use of our website. We may change the Website, the Service, or any features of the Service at any time.

Changes to Existing Bookings

All changes made to existing bookings will be charged at the applicable rate.

Cancelling of Booking by Customer

For cancellation of a booking, Active Me 360 CIC will require 48 hours' notice prior to the activity start date.

As Active Me 360 CIC operates a no refund policy, customers who cancel their booking before the 48 hours notice period will receive a full credit note and will be valid for 12 months from the date of issue. No credit notes will be issued for activities which are cancelled within the 48 hours' notice prior to the activity start date.

360 Flex-Pass

If you have purchased our '360 Flex-Pass' you can change your attendance to another day, or get a full refund if you are unable to attend the course after purchase for any reason. Please note that changes or cancellation of a booking must be made a minimum of 24 hours before your booking date. Any refund does not include the cost of the '360 Flex Pass'.

Cancellation of Booking by Active Me 360

In exceptional circumstances we may have to cancel particular dates/venues and will provide the customer with as much advance notice as possible. In this event we will offer a suitable alternative Active Me 360 service or refund all monies paid for the cancelled dates/venues. Please note Active Me 360 are not liable for any other costs associated with the cancellation.

Sign in and sign out of child/ren and Security

Active Me 360 have strict security procedures to ensure the safety of your child/ren which is paramount at all times;

- All children must be signed in and out of service at the start and end of the day by a parent/legal guardian or an authorised carer.
- On your child's first day we will ask you to confirm that your details, provided at the time of booking, are correct.



- On occasions photographs and videos of our activities will be taken for promotional purposes only. You will be asked to sign our 'Photo & Video' consent form. Any child/ren whose parent/carer does not consent will be excluded from the photo's and/or video's.

Please Note: children will only be released into the care of nominated carers detailed on their registration form during Active Me 360 activity camp activities.

Late collection of Child/ren

We understand things happen, therefore if you are running late to collect your child/ren please let us know at the earliest opportunity. Your safety is paramount to us to, we will never leave a child alone so please do not panic or rush, we want you to arrive safely.

In the event of a child/ren persistently not being collected on time, i.e. more than two occasions in a 7 day period, we reserve the right to charge a late fee. The fee will be charged at £10+VAT for every 30 minutes.

Safeguarding

All Active Me 360 team members go through strict safer recruitment process including enhanced DBS clearance reference checks and disqualification by association checks.

Active Me 360 have legal obligations in relation to Safeguarding. All staff have a duty to respond if they suspect a child in their care may be suffering from abuse. Any disclosure of child abuse or neglect will be fully investigated and reported to our internal regulator, Ofsted and all other official agencies.

Concerns, Compliments and Complaints

At Active Me 360 we aim to work in partnership with parents to deliver a high quality service for everyone. If for any reason we fall short of this goal, we would like to be informed as soon as possible in order to amend our practices for the future.

Equal Opportunities

Active Me 360 is an equal opportunities employer and welcomes all children, regardless of gender, ability, race or religion. Each child attending Active Me 360 services is of equal value and is entitled to equal access of opportunity.

Behaviour

In line with Active Me 360 'Code of Conduct' for children we reserve the right to exclude any child/ren whose behaviour we deem inappropriate and unacceptable.

In the event of an exclusion no refund will be provided.



First Aid

Upon booking your child/ren onto one of our services, in the event of an accident you consent to us providing emergency medical treatment to your child/ren as our staff deem appropriate and necessary. The emergency services will be called if necessary.

Health, Sickness and Medication

Any medical conditions must be fully disclosed at 1) time of registration, and 2) at drop off and sign in on site to the Camp Manager. Essential prescribed medication must be handed in to each child's Camp Manager for safe keeping and a medication consent form is completed and seen by the Camp Manager.

Active Me 360 requires all children who are ill or infectious be kept at home for the full duration of their ailment, and for 48 hours after the last symptom occurs.

Personal Property

Valuable items should not be brought to Active Me 360 services. Please note children traveling to our services via scooter will not be permitted to leave them onsite due to space restrictions and safekeeping issues. Active Me 360 will not be liable for the loss or damage of any item of personal/valuable property brought to any of its venues. We advise parents to ensure that all bags and clothing are clearly labelled with the child's name.

Mobile Phones and Electronic Devices

We believe in the power of physical activity, sport and education to support and improve physical, mental and social wellbeing. Whilst technology can positively support this, children are requested not to bring mobile phones or electronic devices to any Active Me 360 Services. In certain circumstances and if a mobile device is brought in by a child, the device will be kept securely by the Camp Manager. Active Me 360 do not take any responsibility for the damage or loss of any mobile phone or electronic devices that are brought to its services.

Please note that each Active Me 360 site has access to a site phone and/or tablet device to be used appropriately within our services and in case of emergencies.

Parents/Guardians are required to contact Active Me 360 on 02392 007523 if they wish to speak with their child during service times.

Food and Drink

Active Me 360 require parents/carers to notify us of any special dietary requirements or allergies when they complete the registration process and ensure that any changes are updated on their customer account, or by speaking to the Camp Manager.

This information is made available to the Active Me 360 on-site team via the Child Information Form and Detailed Register.





Note: Drinking water will always be accessible to children throughout our sessions. Active Me 360 have a **strict NO NUT policy**, which **MUST** be adhered to during all service provisions.

We also request the following food and drink items are not brought to an Active Me 360 service;

- Fizzy drinks.
- Sweets.
- Chewing gum.

Insurance

Active Me 360 has Public/Employee Liability insurance cover and an insurance certificate is available at all Active Me 360 sites.

Our Liability

We do not exclude or limit in any way our liability for:

- a) Death or personal injury caused by our negligence of our employees, agents or subcontractors
- b) Fraud or fraudulent misrepresentation
- c) Breach of any term of the Consumer Rights Act 2015

If we fail to comply with these terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breach of the terms or negligence. We are not responsible for any loss or damage that is not an obvious consequence of Active Me 360 breaching these Terms.

Other Important Terms

We may transfer our rights and obligations under a contract to another organisation, but this will not affect your rights or our obligations under these terms. We will always notify you in writing or by posting on our website if this occurs.

You may only transfer your rights under the terms which shall extend to any participant but such extension shall not affect our rights to terminate or vary contract in accordance with the terms.

Your rights under the terms shall extend to any participant but such extension shall not affect our rights to terminate or vary any contract in accordance with the terms.

Each of the paragraphs of these terms operates separately, if any court or relevant authority decides that any of them are unlawful or unenforceable then the remaining paragraphs will remain in full force and effect.

If we fail to insist that you perform any of your obligations under these terms, or if we do not enforce our rights against you, or if we delay in doing so, that will not mean that we have waived our rights against you and will not mean that you do not have to comply with those obligations.





If we do waive a default by you, we will only do so in writing, and that will not mean that we will automatically waive any later default by you.

These terms are governed by English law. This means a contract for the activity through our site and any dispute or claim arising out of or in connection with it will be governed by English law. You and we both agree that the courts of England and Wales will have nonexclusive jurisdiction.

However, if you are a resident of Northern Ireland you may also bring proceedings in Northern Ireland, and if you are a resident of Scotland, you may also bring proceedings in Scotland.

Policies and Procedures

A full overview of all Active Me 360 policies and procedures are available for inspection upon request in writing, and will be provided within 7 day's of the request being made.

Programme Dates and Activities

All of the information in our literature is correct at the time of printing. Not every activity pictured in our literature is available at every venue. Please check venue specific details on our website www.activeme360.com to find out what's available and where.

Should you have any further queries, please do not hesitate to contact us on 02392 007523.

We look forward to seeing you soon,

Your Active Me 360 Team.

