



Reddam House School, Berkshire Summer Camps Terms and Conditions

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1. INFORMATION

These Terms and Conditions set forth obligations applicable to both parents as well as children attending Camps organised by Reddam House School, Berkshire, (referred herein as “*Reddam House, Berkshire*”) addressed at REDDAM HOUSE (BERKSHIRE) LIMITED, Bearwood Road, Sindlesham, Wokingham, RG41 5BG, United Kingdom. Company number 09093739. Email address: camps@reddamhouse.org.uk Telephone: 0118 974 8300

Any activities outside of Reddam House School’s facilities will be indicated on the dedicated program.

2. ACCEPTANCE OF THE GENERAL CONDITIONS

These General Conditions are binding for customers and Reddam House, Berkshire and drafted under UK Consumer Rights Act 2015, Data Protection Act 2018 and UK GDPR regulations, as well as the statutory framework on child protection. The present General Conditions, signed by the contracting parties, will be incorporated into all contracts of Reddam House, Berkshire’s Camp Activities Program, the object of which are the programs contained in the information sheets and that are binding on the parties, together with the particular conditions agreed in the contract and those which may be established in each Program.

3. REGISTRATION, PRICE, AND PAYMENT

3.1. Registration: In order to register for the chosen program, you must complete the online application form from Reddam House, Berkshire with the corresponding reservation. This can be found as an ‘enquiry form’ on the website or as a ‘*New Family Enrollment*’ from our online database.

There are some programmes with different requirements or forms that must be added to the general conditions mentioned above for the participant to complete and sign. These can be found on the parent portal as part of our online database.

Any request for enrolment in any of our programmes must be accompanied by a payment for administrative expenses to the value of **£555 for each camper on the Easter Excel or Summer Camp programmes** or **£25 daily charge on the NANO Camp programmes**. The amount paid on account will be deducted from the total price of the programme and will be used as a deposit to confirm your booking. An application approval email will be sent to you to confirm these details. The initial deposit per camper is non-refundable and is part of the full fee, and not an additional cost. There will be no return of the deposit payment if the student does not attend camp within 30 days of the start of camp.

No programme registration will be processed unless accompanied by proof of payment. The balance of the price of the contracted programme *must be paid 30 days before the start of that programme*. Any failure to pay, both in time and method, will be considered as a waiver of the pupil to attend the course and the place may be reallocated and the deposit will be forfeited.

Registrations made less than thirty (30) days prior to the programme start date must pay the full amount of the chosen programme at the time of registration. Full payment for Camps must be paid and received by the stated date on enrollment at the time of booking and any bookings made approved after this date must be paid immediately to secure the place on camp. Registrations are personal and non-transferable.

3.2. Price: The price for the chosen Camp Programme will be specified in the corresponding service registration documents. Any offers or discounts are subject to the terms and conditions of that camp and will be manually applied when the application is approved. Only one offer or discount may be applicable and may not be used in conjunction with any other offer, unless specified at the time of booking.

- **The price INCLUDES:** Scheduled activities, entertainment, and excursions; Accommodation and meals for Residential students; specific course and teaching materials; Assistance, supervision and instruction of monitors and teachers; Laundry for residential students; Use of facilities, computers, and Wi-Fi; Transportation; Accident and civil liability insurance.
- **The price does not INCLUDE:** Transport to and from a home city in the UK, transfer to airport / train station, airport / train station pick-up / drop off, personal taxi arrangements made for arrival / departure at Reddam House, pocket money for personal expenses, health and medical expenses, travel insurance and recorded delivery of VISA letter. Additional services including 1:1 Tuition or small group classes outside of the camps programme.

3.3. Payment: The payment of the amounts referred to in the previous point should be made to the following bank account, always indicating:

- Name and surname of the participant and
- Course and
- Date / name of the Camp programme

[for example, reference, '*studentNAME / CampPROGRAMME23/24*']

Payments should be made to:

REDDAM HOUSE (BERKSHIRE) Limited,

Sort code: 20-71-29

Account number: 30880469

IBAN: GB88BARC20712930880469

SWIFT: BARCGB22

Registered Office, Bearwood Road, Sindlesham, Wokingham, Berkshire, RG41 5BG

Registration No: 09093739

Bank Address: Leicester, Leicestershire, LE87 2BB, UK

Reddam House, Berkshire will supply a visa letter for the child(ren) application if requested. Visa applications must be obtained in enough time to coincide with our cancellation policy in the terms exposed in the following section.

If payment of the full amount has not been received by the start date of the camp, along with any necessary forms or parental consent, the Reddam House, Berkshire Camps programmes reserve the right to refuse entry to the camp and / or additional charges may be incurred.

4. CANCELLATION, NO PRESENTATION AND/OR ABANDONMENT OF THE PROGRAM BY THE CUSTOMER

In the event that the customer decides to cancel the contracted Camp programme, it must be notified in writing to Reddam House, Berkshire *at least six (6) weeks before the start date* of the Camp programme activity. Reddam House, Berkshire will retain, as compensation for damages, amount corresponding to reservation of place, including all types of expenses incurred by Reddam House, Berkshire, up to the current date. By way of example, but not limited to payments to third parties involved in the programme: other schools, residences, monitors, teachers, activities telephone calls, amongst others.

In order to inform the customer of the amount of retentions or charges to be made by withdrawal:

- Deposit – Non-refundable;
- Full payment expected six (6) weeks before the start of the activity;
- No refund or any payments made within 45 days of start date.

There will be no right to full refund of the price when:

- The participant abandons the course, of his own free will (or being minors, of his parents or guardians), once it has started, also being understood as withdrawal from the programme;
- In the event of the expulsion of the participant from the programme due to non-compliance with the disciplinary rules provided in section 8 of these Terms and Conditions, or due to personal circumstances (health, physical or mental problems, for example) that disturb co-existence or good development of the programme and that have not been previously communicated by the parents and/or guardians of participants at the time of formalising the registration.

In these cases, the costs of transfer to the airport, plane tickets and any other cost generated by the repatriation of the account will be the responsibility of the client.

The additional charges made for 1:1 Tutorials or small group sessions, outside of the 'normal' camps programme, cannot be refunded if cancelled with less than 45 days of the start date. Payment for these additional sessions will be retained to cover the costs of any expenditure incurred including, but not limited to, monitors, teachers, activities telephone calls, amongst others.

5. FORCE MAJEURE

In the event that due to circumstances beyond the control of Reddam House, Berkshire, including any urgent government instruction, or cause of force majeure (natural disaster, war, health emergency including the pandemic and any outbreak of a pandemic) arising after the signing of this Agreement, if it is necessary to establish additional hygiene, mobility restriction, health, sanitary or safety measures that may force the suspension of the activity, Reddam House, Berkshire will provide the option to transfer your registration to another Camp Programme or offer a full refund of the camp fees in these circumstances, as agreed with Inspired World Camps.

6. COVID PEACE OF MIND POLICY

At Reddam House, Berkshire Camps, we are committed to ensuring everyone's safety and comfort, from our campers and staff to the communities and countries that host our camps.

For 2023/2024, you can book a Reddam House, Berkshire Camp programme safe in the knowledge that we have worked with local authorities and implemented policies and procedures to ensure our camps provide the safest environment for your child. In addition to being confident that our camps meet strict government standards for safety and increase hygiene measures, we also offer you the security of being able to cancel your camp booking if COVID 19 prevents travel up to 45 days before the start date of the camp.

In this case, we will transfer your registration to the next available camp in 2023/2024 or offer a full refund of the camp fees in these circumstances: Participant cannot travel to camp due to contracting Covid19; Student is unable to travel to Camp due to travel restrictions or quarantine caused by Covid19; Camp programme registrations do not reach the minimum number required. Proof of positive test or quarantine may be required to qualify for a refund.

With our COVID Peace of Mind Policy you can book with confidence, and we can all look forward to a safe programme of camps, full of adventure.

7. ALTERATIONS AND OCCURRENCES IN THE PROGRAM

7.1. Airport pick up services: the flight information (date, hour and flight number) must be confirmed in writing to Reddam House, Berkshire at least seven (7) working days prior arrival. The airport pick up service operates between 10.00 and 15.00 local time for Sunday arrival for Residential Campers. This service is not provided for additional adults / chaperones travelling with the student.

7.2. Airport transfer service: The airport transfer service operates between 10.00 and 15.00 local time for Sunday arrivals and 09.00 and 14.00 local time for Saturday departures. Please ensure that when arranging travel for your arrival or departure day that you book a flight with an arrival / departure time within these windows. Flight arrival or departure times outside of these windows may incur additional charges due to staffing and transport availability.

Reddam House, Berkshire operates from London Heathrow (LHR) and London Gatwick (LGA) only. In case of flight changes without previous notification, Reddam House, Berkshire will not be held responsible for collecting the participant at the airport and private transfer arrangements will need to be made. There will be no refund available for changes in transfer details (Airport, Collection / Drop off flight times, Passenger details) less than 45 days notice to the start date of the camp.

Reddam House, Berkshire undertakes to provide customers with all contracted services contained within the programme, with the stipulated conditions and characteristics.

7.3. Change of activities: Reddam House, Berkshire reserves the right to change activities within the programme, when necessary, to adjust for any changes with providers, weather or conditions required.

In this case, if we need to significantly adjust the program price or dates, you will be informed and

given the option to accept the changes or given a refund minus any unavoidable charges.

7.4. Change of contractual obligations: In the event that, prior to the start of Camp, Reddam House, Berkshire are forced to significantly alter any essential part of the contract, they must immediately bring it to the attention of the customer. The customer may choose to terminate the contract without penalty or accept the amendment to the contract as stipulated.

Once any relevant documentation is obtained, Reddam House, Berkshire would in have a *period of one (1) month to reply* to the customer's complaint. If the solution proposed by Reddam House, Berkshire were not satisfactory, the customer is entitled to initiate any corresponding actions.

7.5. Withdrawal from the course: The customer shall notify their decision to withdraw from the programme as soon as possible and, in any case, within three days (3 days) or being notified of the significant alternations of any essential part of the contract. If notification to withdraw from the programme is received within 3 days, Reddam House, Berkshire will offer the customer an alternative Programme of equal or higher quality, or will reimburse the customer for the total amount paid for the Programme. In the event that the customer does not notify Reddam House, Berkshire of their decision within the three-day period, it will be understood that they choose to continue with the programme.

8. PRACTICES AND MANDATORY STANDARDS DURING THE PROGRESS OF THE PROGRAM

The participant agrees to respect and abide by the course discipline and behaviour rules, both during their stay in the facilities where the Camp activities are developed, and outside of them, in particular, in relation to opening times of the Organisation, the obligation of getting involved in the activities and / or class attendance, meals, comply with schedules and rules of co-existence and behavior with teachers, classmates, and staff employed by the Organisation and Reddam House, Berkshire in addition to the prohibition of consumption and possession of tobacco, alcohol and drugs, possession and / or use of weapons, explosives and any other conduct that is illegal.

Failure to comply with these requirements by the participant will entitle those responsible for the Organisation and Reddam House, Berkshire to take the legal and disciplinary measures they deem appropriate, as well as to inform the parents or guardians of the participant's misbehavior, leaving the participant out of any activity or excursion or even expelled from the whole programme. In these cases, the cost of early return to their home will be borne by the customer. The customer will not have the right to reimbursement of the fees.

The customer shall be liable for any and all costs, charges, expenses and liabilities that might arise in respect of damage to any of our property where the participant (acting alone or with others) has caused loss or damage to our property or the property of any other person (fair wear and tear excluded).

9. MEDICAL, PHARMACOLOGICAL AND/OR SURGICAL TREATMENT

The participant shall inform Reddam House, Berkshire if they are undergoing any medical and/or pharmacological treatment during the period covered by the chosen programme. It is understood that, at the time of beginning the programme, the participant is in correct physical and mental health to participate in the programme and that the medical information accompanying the programme dossier is true and complete. Otherwise, the company Reddam House, Berkshire is exempt from any type of liability arising from the falseness of the information.

In the event that a pupil of minor age is in a situation needing medical treatment and/or being admitted to hospital and/or in need of surgical intervention and it has not been possible to locate their parents or guardians, Reddam House, Berkshire is hereby authorised to take the measures it deems most appropriate for the participant's health and legitimised by the defense of the vital interest of the minor.

10. ELECTRONIC DEVICES AND OTHER PARTICIPANT'S PROPERTIES

Reddam House, Berkshire is not responsible for the loss and/or deterioration of any electronic devices, jewellery and other valuables that the participant may bring to the chosen programme.

If any of these valuables have been lost, Reddam House, Berkshire may dispose of any such property if not claimed and collected by the participant *within 7 days of the end* of the Camp programme.

11. DOCUMENTATION

All participants who contract the programmes of Reddam House, Berkshire must carry the necessary personal documentation (passport, VISA card, travel insurance, ID card, health insurance card, medical report or medication) in accordance with the laws of the country where the arranged programme will occur. Reddam House, Berkshire will not accept responsibility for any and all liability or expenses arising from failure to comply on the part of the participant, their parents or guardians.

12. INSURANCE

Participants who enroll in the programmes of Reddam House, Berkshire can enjoy, if they so wish, fully comprehensive insurance cover according to the conditions of the insurance policy taken out by Reddam House, Berkshire, and provided by the company MARSH INSURANCE. Reddam House, Berkshire acts as a mere intermediary between the insurance company and the customers who contract any of our programmes.

Customers may contract another policy of their choice. In this case, they should make this circumstance known to Reddam House, Berkshire.

13. PERSONAL DATA PROTECTION AND IMAGE PROCESSING

- **Data Controller:** REDDAM HOUSE (BERKSHIRE) Limited, Bearwood Road, Sindlesham, Wokingham, Berkshire, RG41 5BG
Phone number 0118 974 8300 and Email: privacy@reddamhouse.org.uk
- **Regulations:** The personal data provided will be collected and processed according to Data Protection Act 2018 and UK GDPR. You can withdraw your consent at any time and exercise your rights of access, erasure, restriction, rectification, object and portability of your data by sending a written request to our DPO. Our Data Protection Officer can be contacted by email at the address privacy@reddamhouse.org.uk

If you have any queries regarding the processing of your personal data, further information can be found at <https://www.reddamhouse.org.uk/privacy-notice>

- **Purpose:** The purpose of the data processing is attending your queries, performance of the contract as well as other contractual and legal obligations that may derive from it. We may also process your data to send you commercial communications and the use of participant's image for marketing campaigns under your consent.
- **Lawful basis for processing:** The basis are your express consent and the execution of these Terms and Conditions. If you do not consent to the processing of your / participant data, the participant will not be able to enroll in the Camp Programmes. In the case of the sending of commercial communications about our educational services and the use of your image for marketing purposes we will be acting under our legitimate interest in addition to your express consent. Other lawful basis are the contract we have signed with you and the legal obligations that may derive from it. We could also act under individual vital interest in case the participant may need it.
- **Type of personal data processed:** Identification and contact information, language, location, image, family, preferences, educational and sensitive data related to health and behavior, bank and insurance details.
- **Transfer of data:** Your personal data will be transferred to third parties' services providers, to other Inspired Education Group Marketing department when necessary for the provision of the services always under the appropriate legal and security conditions and confidential commitment.
- **Period of retention:** The data provided will be kept for the time necessary to comply with the purposes expressed herein or until your consent is withdrawn. After such period, your information will be erased under the corresponding security measures.
- **Security measures:** The controller has implemented the necessary technical and organisational security measures that guarantee the protection and confidentiality of your personal data.
- **Exercise of Rights:** You can exercise your rights to access, rectification, erasure, object, limitation of processing, portability and consent withdrawal by sending us a written request to privacy@reddamhouse.org.uk.
- **Use of image:** The use of the participant's image will be made under the mentioned applicable regulations regarding data protection. Express consent of parents / legal guardians or participants if they are over 13 will be always required. The purpose of taking images is the use and / or dissemination, during a limited period of time, for promotional purposes in Reddam House School, Berkshire and Inspired Education Group global media such as press material, newsletters, websites, social networks (Instagram, Twitter, Facebook, YouTube) and / or other similar media on the Internet (all of them owned and used exclusively by Reddam House School, Berkshire and Inspired Education Group) and its use and / or dissemination is prohibited by other means or third parties not authorised and outside both. In any case, the participant or their legal representatives may withdraw their consent at any time and free of charge in accordance with the provisions of current legislation.
- **Minors:** Reddam House, Berkshire will not process any data from minors (individuals under 13).

The authorisation of their parent or guardian, will be always required and duly accredited. In this regard Reddam House, Berkshire will take all appropriate measures to proceed with the effective verification of the child's age.

You can find more information about our privacy policy at:
<https://www.reddamhouse.org.uk/privacy-notice>

14. RESOLUTION OF CONFLICTS

Any conflict related to the Camp programmes will be resolved by the competent jurisdictional bodies according to the applicable legislation.

15. VALIDITY

The validity of these general conditions will be from January the First, 2024 to December the 31st, 2024 both inclusive.