

The Holiday Code

Activities

Unfortunately we cannot refund you for any activity that you are unable to attend or want to cancel, but we can transfer your booking to a third party. We will only offer a refund or transfer if we have to cancel the activity. We reserve the right to cancel any activity with at least 48 hours' notice.

Anti-bullying

We take bullying very seriously. We reserve the right to expel any bullies from our courses without warning if the offence is deemed serious. If you feel threatened or are upset by another course member, please tell us (either a supervisor or member of staff), and we will try to resolve the situation. We will treat anything you tell us with strictest confidence.

Appropriate Clothing

Please wear or bring appropriate clothing for activities. Some activities may have certain clothing requirements, so please read the activities 'needs' carefully. Please bring sunscreen protection for outdoor activities as it will not be provided.

Litter

It is important that you help us to keep our venues tidy. There are lots of bins around the venues, so please use them. If litter is left or any damage caused to the venues or outside area, culprits will forfeit their breaktime or may even be taken out of their activity session to clear up. Please save your snacks for when it's 'snack time'.

Lost Property

We will have an area for lost property, but we cannot be held responsible for any lost or stolen items.

Mobile Phones

If you have to bring your phone with you, please make sure it is turned off during activities so that everyone can enjoy the session. We will confiscate phones if they are disrupting the activity and will return them at the end of the session. We will not be held responsible for theft, loss or damage to any mobile phone during any activities.

And finally...warnings

We conduct a warning procedure during our activities. This is our way of making sure that everyone sticks to the rules. If anyone breaks our code of conduct or does anything to stop other people enjoying the activity, we will give them a verbal warning. If they break the code again, we will give a final warning to their parent/guardian. On the third strike they will be asked to leave the activity. We reserve the right to give more than one verbal warning or ask people to leave the activity for any serious offence or behaviour that endangers other participants or staff.

NB Unacceptable behaviour includes: swearing, smoking, hitting, kicking, deliberately endangering others and disrupting activity sessions. Also included is any behaviour which staff feel is inappropriate and/or affects the enjoyment of other participants.