



# CAMPSITE PROGRAMME BOOKINGS - TERMS & CONDITIONS

*CYM Organised Programmes (e.g. Dwell)*

## **The campsite – Vauxhall Christian Trust**

The campsite is not under the ownership of CYM, instead it is owned and managed by Vauxhall Christian Trust (VCT). CYM has a working agreement with VCT enabling us to book the campsite for requested programmes throughout the year.

It is important to outline that CYM and VCT operate separately, where CYM is inspected based on its operational procedures, including activities and catering.

In some circumstances, campsite facilities may occasionally become “out of order” which will be out of CYM’s control. This may be a result of damage caused by other groups at a weekend or repairs to equipment, e.g. the swimming pool becoming unavailable at short notice. CYM will endeavour to work with VCT to ensure normal operations can be resumed as quickly as possible, where any disruption to programmes is kept to a minimum. All booking information (e.g. minimum numbers) and guidance on campsite usage are issued by the Trust, where CYM follows Vauxhall’s booking conditions and requirements.

## **Booking**

Invoices will be automatically created from the moment you register a booking with us. Your balance must be paid **in full** prior to attending a CYM programme.

### Group bookings

For some programmes, it will be possible to create group bookings. Whether bookings are made using the bookings website or directly through CYM, we appreciate that numbers originally booked may change, therefore, **final numbers can be changed up to four weeks before the trip date** after which you will be liable for the full cost of the last communicated numbers CYM has a record of via email, even if your numbers decrease. Any increase in numbers will need to be discussed with the Team Leader as soon as possible before your visit.

## **Cancellation**

If for any reason you decide to cancel your place on a CYM programme and you have paid your deposit, it is non-refundable. However, if you find another person willing to take your place the deposit can be transferred. For cancellations made less than four weeks prior to the start of the programme, we reserve the right to charge 50% of the total fee (unless a substitute member can be found).

In the extremely unlikely event of CYM needing to cancel a programme, we will offer you an alternative date for the event, if available, or a 100% refund.

Where a programme cannot take place legally or safely, as we have seen with COVID-19, we will offer you an alternative date for the programme, the option of day visits at an agreed reduction in price, or a 100% refund. In this case only, bookings can be deferred for up to 24 months. If you decide as an individual to cancel your booking despite restrictions allowing residential to take place, we reserve the right to charge 50% of the total fee unless a substitute member can be found.

### Group bookings

If your booking is cancelled less than 4 weeks before your anticipated visit, we reserve the right to charge 100% of the total fee (unless a substitute group can be found.)

## **Staffing**

Each event will be organised to cover CYM’s safe working ratios for under 18s. These ratios are outlined within *CYM Policy No.6 – CYM Safeguarding Policy*.

CYM team members will be on hand for the entirety of the event and the Team Leader will make contact with a parent or carers in the event of an emergency. Parents and carers are asked not to make contact with the Team Leader during an event unless it is necessary or pre-arranged i.e. a birthday.

### Group bookings

We will provide information outlining everything you need to know regarding your visit. We ask that this information is read and familiarised. These will determine group responsibilities and expectations.

Each group should bring at least *one member of staff for every 10 group members that are under 18*. E.g., if your group is bringing 18 group members you should bring 2 members of staff. If this is not possible for any reason, CYM must be informed. Additional staff members in your party, will be asked to cover accommodation and catering costs.

A CYM team will ensure that the day-to-day tasks are completed for your stay, however CYM cannot be responsible for your group, e.g. getting ready for activities, arriving to sessions on time.

All visiting group staff are asked to fully support the safe management of the participants during a programme, including ensuring boundaries and behaviour is appropriate and safe.

### **Catering**

We are able to cater for special diets, provided we are given full details ***at least four weeks before your visit***. We cannot take responsibility for any specific food items given or illnesses that may occur as a direct result of no, little or misinformation regarding specific dietary needs. In extreme circumstances, CYM may ask you to provide for specific dietary requirements if information is not passed onto CYM within the allotted time.

A separate conversation can be arranged between you and one of the cooking team to aid us in our preparation, by using [catering@c-y-m.org.uk](mailto:catering@c-y-m.org.uk).

If any further conversations are required to ascertain more information about a diet during a programme, this information will be recorded by the cooking team. CYM also operates a wristband system, so that the cooking team can identify those who require certain food, therefore, it is the individual's responsibility to ensure these are worn when food is provided or sold at the tuck shop.

CYM takes food preparation very seriously in order to keep everyone safe. As an organisation our procedures are inspected regularly by the local authority and we adjust our food preparation to reflect the needs of each group. However, CYM uses a shared kitchen, provided by VCT, which is used by a variety of other groups not associated with CYM, typically at weekends and school holidays. Therefore, CYM cannot guarantee allergen awareness preparation has been adhered to, e.g. a nut free kitchen, and VCT do not enforce this. If this is an issue, please inform CYM as soon as possible.

### Group bookings

We ask that all dietary/medical information forms are returned to CYM four weeks prior to your visit, where the information is collated into an overview form. Any delay in return causes disruptions to our planning and preparation. **Subsequently, forms that are received less than 4 weeks before your visit will see a £50 administration fee automatically added to your balance and this will be reflected on your final invoice.**

We request that visiting group staff actively monitor the food being chosen or consumed by individuals in their group, particularly those that have specific dietary requirements. Where CYM operates a wristband system, it is the responsibility of the group visiting staff to ensure these are worn when food is provided or sold at the tuck shop.

### Self catering

For some programmes, an option becomes available for groups to self cater. If this option is taken it the responsibility for the group to organise catering fully and safely. VCT asks that anyone who is catering for a group must have an in date Level 2 Food Hygiene certificate and evidence must be given for this.

VCT has limited food storage space available, including fridges and freezers, therefore, groups must make their own arrangements for this or communicate any plans with CYM well in advance of a programme.

### **Activities**

CYM operate a variety of activities which are offered as part of programmes, including a zip wire over water. Each group member, under the age of 18, is required to complete a parental permission form to participate in all activities. Without a completed permission form, group members under the age of 18 will not be able to participate in the activities.

Risk assessments for each activity (excluding those that do not require one) are available on request.

Additional forms may be required to be completed, e.g. at the request of an appointed technical adviser or insurance provider.

In the extreme case that a requested or planned activity cannot take place, e.g. water levels are too low in the lake, CYM will find an alternative activity.

All CYM competent or qualified instructors follow the guidance of sporting national bodies or technical advisers (who are appointed by CYM to train and equip instructors). It is essential for instructors to lead all activities safely which means that everyone participating in an activity needs to be engaged in activity briefings. Therefore, instructors have the right to exclude individuals from activities if they have not been part of activity briefings.

#### Group bookings

Group staff wishing to participate in an activity are required to be actively engaged in activity briefings

Staff are asked to fully support the instructions of the competent instructors, who will provide information associated with activities. E.g. group staff are required to check and ensure participants wash their hands and face with water and soap, plus showering following a water session.

#### **Accommodation**

The accommodation provided at VCT are cabins, with varying capacity. CYM will allocate cabin spaces for the programme, ensuring participants are in the appropriate space, e.g. age.

Adults never share cabins with young people.

#### Group bookings

Groups will be given a cabin allocation and will be asked to arrange their own group based on the information CYM provides.

#### Tents

For some programmes which exceed the comfortable capacity for the cabins, could result in CYM allocating tents to groups. VCT has some tents available, which will need to be erected on arrival. However, personal tents are allowed on site. CYM will aid anyone with setting tents up and with locating them.

#### **Behaviour**

We make every effort to include all participants in every programme and activity. However, safety is paramount, and should behaviour of an individual or group challenge the safety of others we reserve the right to exclude them from certain sessions. In exceptional circumstances we may insist on their complete exclusion from the programme.

The use of illegal drugs or smoking, including e-cigarettes, is not permitted on the site. Alcohol is permitted to be consumed on the site in small amounts (e.g. a small glass of wine) unless otherwise stated specifically, e.g. not appropriate with under 18s on site. Alcohol can only be consumed by people over the age of 18. If for any reason excessive alcohol is consumed this may also lead to the expulsion from the site. We want to respect every person who may attend a CYM programme and if the consuming of alcohol is affecting another participant's experience with us, we will ask that alcohol is not consumed.

We ask that the registered emergency contacts remain local to the CYM event at all times e.g. not taking a foreign holiday. This is to ensure they are available to come to site in the event of an emergency.

A clear behaviour policy is followed by all CYM team and staff. This can be requested by contacting [bookings@c-y-m.org.uk](mailto:bookings@c-y-m.org.uk).

If property is reported or seen to be damaged by an individual, this will be reported to the VCT Trustees (managers of the site used by CYM) and together we will decide on a case-by-case basis, what costs need to be passed onto the individual or group.

### **CCTV**

A CCTV system will be in operation on the site.

### **Travel**

CYM does not take any responsibility for arranging travel to or from the programme. Therefore, it is your responsibility to ensure that the participant or yourself arrives at the advertised arrival time and you leave by the correct advertised departure time.

It is important to arrive and depart at the advertised times as we will need time to prepare for the programme or may be in the middle of a session. If you arrive early, we will not receive the participant or yourselves until the agreed time. We also ask that you do not leave your vehicle to walk around the site as we cannot take responsibility for any accidents that may occur or any equipment that may cause injury that may not have been stored away. This will also be in breach of our safeguarding policy and risk assessments. Arriving early for departure may also impact the programme and sessions.

If you have a legitimate reason for arriving early or needing to depart earlier than advertised, this must be arranged with the Team Leader prior to the programme.

### Group bookings

Each visiting group is expected to have an additional vehicle available should you need to leave site part way through your stay. (You will be responsible for transporting your group members off site if needed, e.g. in a medical emergency).

CYM must be notified in advance of your programme, if parents are dropping off or collecting groups members from the campsite. Parents are not permitted onto the campsite at any time, in accordance with CYM's safeguarding policy and campsite procedures. Arrangements for drop off and collection will be made prior to a programme.

### **Medical Aid**

Members of the CYM team are qualified first aiders and will be on hand throughout the programme to administer any first aid as needed.

Administering any prescribed medication for anyone under 18 will be carried out by a competent person who has the specific, written permission from parents or carers. On arrival, this designated person will be informed by the parents or carers of the best and most appropriate way of doing that. All medicines will be stored away from the group, but will be easily on hand if needed. It is essential parents or carers give the designated person as much information as possible to ensure the medication is administered in the correct way. In some cases, it may be safer for self-medicated medicines, such as inhalers, auto-injectors and some insulins, to be carried by the individual themselves. This should be specified by the parent or carers in the written permission.

In the event of symptoms presenting themselves such as vomiting, this could be an indication of something highly contagious, e.g. norovirus. In this instance CYM will take every precaution to ensure the area is cleaned thoroughly and records taken. CYM will need to ask the individual, including those on the campsite as part of a group, to leave the campsite. CYM will set up a space, e.g. a cabin, where the individual can be isolated before being collected if required. If the participant or yourself is feeling unwell or had sickness/diarrhoea symptoms within 48hrs of a programme, we respectfully request that you do not attend until symptoms have been clear for at least 48hrs to limit the spread to others.

### Group bookings

It is preferred that visiting staff administer first aid to their group members, but this needs to be done by those who have an up to date, recognised first aid qualification. CYM does not take responsibility for administering routine

medication for your group and should a trip to the hospital or GP be required, this will be the responsibility of one of your party. If an under 18 member of your group needs transporting, please ensure that sufficient ratios of staff transport the individual in line with your safeguarding policy, as well as having the correct ratios on site remaining with your group. Members of our team are qualified first aiders and will be on hand to administer first aid if essential.

Should any group member be unwell with sickness/diarrhoea prior to the programme starting, we respectfully ask that those individuals do not attend the event until they are at least 48hr symptom free. Plus, if a person begins to show symptoms at a programme, CYM will ask that this person is sent home to reduce the risk of others becoming sick.

### **Programme Changes**

The CYM team will make every effort to ensure the programme runs as planned. However, there may be occasions where this cannot happen, e.g. poor weather. Any changes to the programme will be communicated by the Team Leader to everyone in attendance. In every case, CYM will ensure that the experience remains worthwhile.

### **GDPR**

We take collection of personal information very seriously and have a strict policy on how data is handled. This is found in *CYM Policy No.17 – Data Protection (GDPR)*. This can be requested by contacting [bookings@c-y-m.org.uk](mailto:bookings@c-y-m.org.uk).

All personal information is secured away in a locked box or filing cabinet and can only be accessed by CYM staff who hold a key. Information that affects an individual's health or diet is passed on to those that need to know, e.g. dietary information is passed onto the lead cook or behavioural information is passed onto the activity team.

An appropriate time limit for information to be stored is stated within the policy mentioned above. CYM will not grant access to people requesting information. The request will be passed on to you as the group organiser, e.g. a parent asking for personal information about a child.

### **Programme information, incl. kit list**

Programme information will be issued by the bookings team prior to your visit. CYM does not take responsibility for any person that arrives to a programme without kit that had been listed.

The campsite has facilities to wash items, however this is chargeable at £1.00 per wash.

### **Gift Shop**

CYM occasionally operates a small tuck shop. Cash and card payments can be taken, but please be aware that the internet signal at the campsite can be unreliable, so cash is advised.

CYM does not have facilities to lock money away and does not take responsibility for looking after group members' money whilst at CYM.