

Activate Management Limited - Booking Terms and Conditions

Introduction

This document (together with the documents referred to in it) sets out the terms and conditions on which we accept bookings for our sports and activity camps, residential programmes, and international summer schools ("camps"). These are listed on our websites (www.activatecamps.co.uk and www.activateinternational.co.uk) or contained within our brochures. Please read these terms and conditions, together with our policies available on our websites, carefully before booking. By booking any of our camps, you agree to be bound by these terms and conditions. You should retain a copy for future reference.

Consumer Contracts Notice

These terms rely on the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, Regulation 28(1)(h) – the leisure services exemption – which removes the standard 14-day cancellation right for services supplied on specific dates.

Acceptance of Terms

Please tick the checkbox marked "I agree with the Terms & Conditions" during the booking process to confirm your acceptance. If you do not agree, you should cancel your booking in accordance with clause 17. Please note that you cannot book any of our camps without agreeing to these terms and conditions.

Products Covered by These Terms

These Terms and Conditions apply to all camps operated by Activate Management Limited. We run three distinct types of camps:

- **Activate Camps** (Day Camps) – booked via www.activatecamps.co.uk.
- **Performance Residential Camps** – booked via the Residential Camps section of www.activatecamps.co.uk.
- **Activate International Summer Schools** – booked via www.activateinternational.co.uk.

Unless stated otherwise, the general terms in this document apply to all camps. Where additional or different terms apply to Performance Residential Camps or International Summer Schools, these are set out in Clauses 9 and 10 respectively and take precedence over the general terms.

Activate

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1. Information about us

Activate Management Limited is registered in England and Wales under company number 9566996 and with our registered office at Minerva Mill, Station Road, Alcester, B49 5ET. Activate Management Limited manages all projects displayed on the site.

We operate the website www.activatecamps.co.uk which directs you to any of the websites for the projects detailed in clause 1.1 on which we accept booking online for camps. We also accept camp bookings by telephone on 0121 227 4385.

Our mission is to provide positive life enhancing experiences to children and young people, through innovative sport, activity and youth engagement. We operate to Ofsted holiday camps guidelines and strive to be at the forefront of holiday camps safety, risk management and incident reporting.

2. Your status

By placing an order through our site, or by telephone, you warrant that:

- You are legally capable of entering into binding contracts;
- You are at least 18 years old;
- You are the parent or legal guardian of the child(ren) you are booking onto the camp(s) ("Participant(s)");
- All Participants are reasonably fit and healthy, capable of participation on the camp and that you have fully disclosed details of any relevant information on the Child Information Form (as defined in clause 6.1); and
- All Participants will be (on the date of the camp(s)), between the ages listed on the project age range and legally in full-time education (including home-schooled children);

3. How the contract is formed between you and us

After booking a camp online or by telephone, you will receive an email from us confirming the booking ("Booking Confirmation"), which is when the contract between us ("Contract") is formed.

The Contract will relate only to those camps whose booking we have confirmed in the Booking Confirmation. We will not be obliged to supply any other camps, which may have been part of your booking until the confirmation of booking of such camps has been confirmed in a separate Booking Confirmation.

Payment for camps must normally be made in full within 14 days of the booking confirmation (or immediately if paid by card). Where you have opted for a deposit and instalment plan offered by us, the payment schedule provided at the time of booking will apply instead, and the 14-day requirement will not apply.

4. Quality of Camps

Unless we are prevented from doing so by a Force Majeure Event, we will provide Camps which:

- Conform in all material respects with their description (on our site or in promotional material);
- Are carried out with reasonable health and safety care and delivery skill;
- Are fit for any purpose we say the camps are fit for; and
- Comply with all applicable statutory and regulatory requirements for supplying the camps in the United Kingdom.

This warranty is in addition to your legal rights in relation to services, which are not carried out with reasonable skill and care or which otherwise do not conform with these terms and conditions. Advice about your legal rights is available from your local Citizens' Advice Bureau or Trading Standards office.

These terms and conditions apply to any substitute camps we arrange with you in the unlikely event that the original camps do not conform to these terms and conditions.

You must provide us, in sufficient time, with any information and instructions relating to the camps that is or are necessary to enable us to provide the camps in accordance with these terms and conditions. This information includes completion of a Safety Form in respect of each child, together with any other information about the Participants that you think is relevant for us to know in respect of the camps(s).

If you do not, or you provide us with incomplete, incorrect or inaccurate information or instructions, we may cancel the Contract by giving you written notice.

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5. Provision of Camps(s)

We will provide the camps(s) to the Participant(s) on the date(s) set out in the Booking Confirmation.

We will make every effort to carry out the camps(s) on time but there may be delays due to circumstances beyond our control. In this case we will complete the camps as soon as reasonably possible, and in the event we have to cancel a camp you will be offered a place on an alternative Camp or a full refund, as applicable.

We may have to suspend a camp if we have to deal with technical problems, or to make improvements to the Camps. We will let you know in advance where this occurs, unless the problem is urgent or an emergency.

We reserve the right to modify a camp due to adverse weather conditions, low attendance or other unforeseen circumstances and will notify you of such modification as soon as possible.

On occasion we may be required to cancel camps as a result of factors such as low attendance/bookings, venue or facility issues, adverse weather conditions or other unforeseen circumstances. We will notify you of any such cancellations as soon as possible by email and/or telephone.

6. Child Information

Your Child Information Form must be completed for each Participant truthfully and comprehensively, providing us with all information which may be relevant to the Participant taking part in the Camp.

We will be unable to accept a Participant onto the camp without a completed Form.

The contacts provided within the Form must be available to answer a call from the camp or return it within the hour during operating times. For residential camps, this includes overnight.

7. Attendance at camp(s)

We reserve the right to remove a Participant from the camp(s) or to refuse admittance should we deem it necessary to do so. This includes where a Participant does not comply with the safety rules and advice, does not act responsibly and courteously, is disruptive, does not participate, behaves in a way we deem to be inappropriate in the circumstances, or fails to respect or affects the enjoyment of the camp for other Participants. Details of our policies can be found on our website at www.activatecamps.co.uk/parents-information.

Participants should be dressed appropriately for the activities of the camp(s) on which they are enrolled. We reserve the right to refuse admittance to any Participant who we consider not to be appropriately dressed.

Participants are required to wear the safety equipment when requested to by us at all times during the activities. We reserve the right to remove from the Camp(s) any Participant who refuses to wear the necessary safety equipment. We will provide a list of mandatory safety equipment needed for a Camp before attendance if it is something we do not provide.

Participants are expected to be reasonably fit and healthy and not suffer from any medical condition which would make it more likely that they would be involved in any incident which could result in injury to themselves or others. If you are in any doubt as to whether the Participant should attempt the activities we have set out in our camp details, do talk to us about your concerns prior to booking.

No refunds or compensation will be payable by us in the event that any Participant is not permitted to, or decides not to, undertake or complete the camp(s) for the reasons set out in this clause.

8. Booking platforms

All bookings for Activate Camps are facilitated through a third-party platform, Pebble. By making a booking for our camps you acknowledge and agree that your booking and any associated transactions may be processed through the Pebble platform and that you will be required to create an account to complete your booking where applicable. Activate Camps is not responsible for the functionality, terms, and conditions, or privacy practices, of the platform. Please refer to Pebble's policies and terms of service for information related to your booking and the use of the platform. If you have any inquiries or encounter issues during the booking process via Pebble, please contact us directly and we can support or connect you with Pebble for further support.

9. Residential Camps

We will provide a list of recommended items the Participant should bring to a Residential Camp and you are responsible for providing these items for use by the Participant. Any items that need to be purchased by Activate will be recharged to you.

By making this booking, you agree to any offsite trips and excursions that form part of the Residential Camp.

You and the Participant are responsible for the Participant's behaviour while on a Residential Camp and we reserve the right to remove any Participant who behaves in a way we determine is unacceptable or inappropriate. Where possible, you are expected to be available to collect the Participant from site at any time during the programme.

In place of payment term 15.5:

- **Performance Residential Camps:** Payment must be made in full no later than one month prior to the commencement of the camp. If full payment has not been received by that date, Activate retains the right to refuse access until payment is made and confirmed by head office.

- **Activate International Summer Schools:** Payment must be made in full no later than two months prior to the commencement of the programme. If full payment has not been received by that date, Activate retains the right to refuse access until payment is made and confirmed by head office.

Deposits are non-refundable.

Cancellation fees for all Residential Camps (applied to the booking total) are as follows:

- 61+ days before camp start date: 20% cancellation charge
- 31–60 days before: 50% cancellation charge
- 0–30 days before: 100% cancellation charge

10. International Summer Schools

This section applies only to bookings made for our International Summer School programmes (“Activate International”) and does not apply to UK-based camps.

Visa and Immigration Requirements

- Responsibility for visas: Parents/guardians are responsible for ensuring that their child has the appropriate immigration permission to attend our camps in the UK. Guidance on visa applications is available from the UK Home Office (www.gov.uk/visas-immigration).
- Issuing supporting documents: Any letters or documents required from us to support a visa application will only be provided once we have received full payment of fees and all requested enrolment documentation.
- Visa delays: If you have not received confirmation of a visa at least two weeks before the start date of the camp, you must notify us immediately so that we can discuss possible arrangements.
- Incorrect visas on arrival: If a Participant arrives without the correct visa or immigration permission, we are legally obliged to refuse entry to the camp and to take steps for the Participant to leave the UK. No refund will be provided in these circumstances.
- Home Office decisions: Visa decisions are made solely by the UK Home Office. We have no control over the outcome of applications, and their decisions are final.

Travel Arrangements

- Parents/guardians must provide full travel details as early as possible and no later than two weeks before the scheduled arrival date. If details are not received in time, we cannot guarantee that a member of our team will be available to meet the student at the airport. An additional administration fee may apply for late submission of travel details.
- We offer airport transfer services. A transfer booking will be confirmed once we have received travel details and the applicable payment.
- Some airlines do not permit unaccompanied children under 16 to travel without an adult. It is your responsibility to check airline policies before making flight bookings.

- If you choose to arrange your own transport and bring your child directly to the camp, you must inform us of the expected arrival time. Upon arrival, students will be asked to hand in passports, flight tickets, spending money/travellers' cheques, and any medication to the course office for safekeeping.
- If a student leaves camp before the scheduled end date and requires an early transfer, we can arrange this at the parent/guardian's expense.
- If a student's departure is delayed beyond the scheduled end date due to circumstances outside their control, we will continue to provide accommodation, meals, and supervision until departure can be arranged by the parent/guardian. Each additional night will incur a charge of £100 plus any applicable transfer costs.

Insurance

- All international students must arrange comprehensive insurance cover before arrival. This should include, at a minimum, medical expenses, cancellation or curtailment of travel, loss of luggage, and delays or missed flights. Proof of insurance may be requested before or during camp.

11. Medical Attention

In the unlikely event that any Participant requires medical attention while on a camp, including any Residential camp, we will provide first aid on site and make every attempt to contact you.

You acknowledge and consent to our taking the Participant offsite to obtain medical attention when we deem this is required, if necessary without your consent, in an emergency.

Should there be a need to visit a hospital with a participant, a parent or assigned guardian must be available to attend as soon as possible. For residential camps, this includes overnight.

12. Transport

Unless we have agreed otherwise, you are responsible for arranging transport for the Participant to get to and from any camp. All Participants must be accompanied to camp on the first morning. If you wish your child to travel independently on subsequent days we must be provided with written consent.

This clause does not apply to Activate International Summer Schools, for which separate travel and transfer arrangements are set out in the International Summer Schools section of these Terms and Conditions.

13. Complaints

Activate Camps is committed to ensuring every child has the best possible experience on camp. In the unlikely event that the camp(s) do not conform with these terms and

conditions, please let us know as soon as possible by telephone, email or by post. We will aim to acknowledge receipt of your complaint within 24 hours.

We will aim to resolve your complaint within three working days. Where this is not possible, we will communicate and keep you up to date with new time frames.

14. Intellectual property rights

The copyright, design right and all other intellectual property rights on our website on our promotional material, the site and any other materials and other documents or items that we prepare or produce in connection with the camps are either licensed to or belong to us absolutely.

You may not use the site, materials, documents or other items detailed in this clause for any commercial purpose.

15. Consumer rights

Consumer rights are only applicable to any merchandise items bought during the booking process and not applicable to the purchase of camps, except as required by law.

If you are contracting as a consumer, you may cancel a Contract at any time within seven working days, beginning on the day after you receive the receipt of purchase for merchandise items. In this case, you will receive a full refund of the price paid for the item, as long as it is returned in the original state.

To cancel a Contract for merchandise, you must inform us by email or by telephone.

This provision does not affect your statutory rights. For services supplied on specific dates, the Consumer Contracts Regulations' 14 day right to cancel does not apply (see clause 17).

16. Price and payment

The price of any camps will be as quoted on our website, except in cases of obvious error. These prices may include or exclude VAT, as specified within the booking confirmation. We are under no obligation to provide the camp to you at an incorrect (lower) price, even after we have sent you a Booking Confirmation if the pricing error is obvious and unmistakable and could have reasonably been recognised by you as a mispricing.

Prices are liable to change at any time, but changes will not affect camps in respect of which we have already sent you a booking confirmation.

Any offers or discounts to be applied to the booking will be applied at the time of the booking being made and can only be added retrospectively at the discretion of Activate Camps. Offers and discounts can be withdrawn at any time by Activate Camps, and without notification. Any changes will not affect Camps in respect of which we have already sent you a booking confirmation. Only one percentage discount offer can be applied per booking.

Payment for camps must be made by Childcare Vouchers, Tax-Free Childcare (TFC), by credit or debit card. We will charge your credit or debit card when we take your booking either online or by telephone and you will be notified immediately that the payment has been processed successfully. Payment for camps is due in full at the time of booking if processed with a credit/debit card. Any payments to be made through childcare voucher schemes or TFC are to be made within 14 days of when the booking confirmation is received unless otherwise agreed.

Payment must be made in full prior to commencement of the Camp and activities by your child(ren). In the event of full payment not having been received Activate retains the right to refuse access to the Camp until full payment is made and confirmation of this payment is given to the relevant Camp staff by head office.

If you wish to amend the details of your booking this must be completed via telephone by calling 0121 227 4385. If your booking amendment results in an additional cost, you will be expected to follow the payment terms outlined in this clause.

17. Childcare Vouchers and Tax-Free Childcare (TFC) Payments

Activate Camps are happy to accept childcare vouchers and Tax-Free Childcare (TFC) for payment for our camps. Childcare voucher or TFC bookings can be made online at www.activatecamps.co.uk or by telephone by calling 0121 227 4385. We will provide you with a code or reference to use with your childcare voucher provider or TFC account as well as a booking reference number for your booking. Please ensure you quote your booking reference number when confirming with us that payment has been made. If your childcare voucher provider is not listed with us we will make every effort to register with them in order to fulfil the payment.

Childcare voucher or TFC payments must be received by Activate Camps within 14 days of the original booking, unless by prior arrangement with Activate Camps. If a booking is made less than a calendar month before the start of the camp, voucher/TFC payment must be made within 7 days of the original booking, and in all instances all childcare voucher or TFC payments need to be received 7 days prior to the start of the camp.

18. Our refunds policy

You have the right to a full refund if you decide to cancel within 48 hours of completing your booking.

When you cancel a camp booked with us after the 48 hours has expired:

- For non-residential camps: If this is done any time after the Booking Confirmation is sent and before the date four weeks prior to the first day of the camp, detailed in the Booking Confirmation, we will refund the price of the camp minus a 35% cancellation fee; or if this is done at any time within four weeks of the first day of camp detailed in the Booking Confirmation, no refund will be offered.

- For Residential Camps: the residential cancellation fee schedule set out in clause 9 above applies.

If you cannot attend camp due to medical reasons, upon receipt of a valid medical note, we will offer you a credit for the duration of the camp to be used within 12 months of your original booking.

In all circumstances, we will initially offer a full credit note in place of the booking, which is then valid for 12 months after the original camp dates are booked.

We will process any refund due to you as soon as possible onto the original payment method and, in any event, within 30 days of the day you have given notice of your cancellation.

19. Disclaimer

By accepting these terms and conditions, you understand and agree that:

The activities of the camp(s) on which any Participant are enrolled involve an inherent risk of injury;

- a. You are responsible for the Participant's safety and accept this inherent risk in order for your child to participate in the camp;
- b. You will ensure that the Participant acts and behaves appropriately and complies at all times with our safety rules and procedures in order to minimise risk;
- c. You will ensure that the Participant immediately ceases performance of the activities if you are concerned about the safety of the activities or the health of the Participant;
- d. You accept that we will undertake all necessary risk assessments and deliver the camp(s) in as safe as possible a manner, but that this does not remove all risk of injury to the Participant; and
- e. You acknowledge that certain liabilities cannot be excluded and that by agreeing these terms you do not remove statutory protections afforded by law.

20. Limitation of Liability

Our liability for losses you suffer as a result of us breaking this agreement (including deliberate breaches) is strictly limited to the purchase price of the camp you booked and any losses that are a foreseeable consequence of us breaking the agreement. Losses are foreseeable where they could be contemplated by you and us at the time your booking is accepted by us.

This clause does not include or limit in any way our liability for:

- Death or personal injury caused by our negligence;
- Fraud or fraudulent misrepresentation;
- Any breach of the obligations implied by section 2 of the Supply of Goods and Services Act 1982;

- Losses for which it is prohibited by section 7 of the Consumer Protection Act 1987 to limit liability; or
- Any other matter for which it would be illegal or unlawful for us to exclude or attempt to exclude our liability.

We are not responsible for indirect losses which happen as a side effect of the main loss or damage and which are not foreseeable by you and us, including but not limited to:

- Loss of income or revenue;
- Loss of profits or contracts;
- Loss of anticipated savings; or
- Loss of data;

Provided that this clause shall not prevent claims for loss of or damage to your tangible property that fall within the terms of this clause or any other claims for direct financial loss that are not excluded by the categories above.

21. Written communications

Applicable laws require that some of the information or communications we send to you should be in writing. When using our site, and making bookings by telephone, you accept that communication with us will be mainly electronic. We will contact you by e-mail or provide you with information by posting notices on our site. For contractual purposes, you agree to this electronic means of communication and you acknowledge that all contracts, notices, information and other communications that we provide to you electronically comply with any legal requirement that such communications be in writing. This condition does not affect your statutory rights.

22. Data protection

We will only use the personal information you provide to us to provide the camps and in accordance with the terms of our Privacy Policy that can be found at www.activatecamps.co.uk/parents-information. Where bookings are processed via third party booking platforms (e.g. Enrolmy or Pebble), such platforms may act as data processors or separate controllers in respect of certain processing – please refer to their privacy policies for details. Activate Camps will remain the data controller for personal information collected directly by us.

23. Notices

All notices given by you to us must be given to Activate Camps (info@activatecamps.co.uk). We may give notice to you at either the e-mail or postal address you provide to us when booking a camp, or in any of the ways specified in clause 20 above. Notice will be deemed received and properly served immediately when posted on our site, 24 hours after an email is sent, or three days after the date of posting of any letter. In proving the service of any notice, it will be sufficient to prove, in the case of a letter, that such letter was properly

addressed, stamped and placed in the post and, in the case of an email that such email was sent to the specified email address of the addressee.

24. Transfer of rights and obligations

The Contract between you and us is binding on you and us and on our respective successors and assigns.

You may not transfer, assign, charge or otherwise dispose of a Contract, or any of your rights or obligations arising under it, without our prior written consent.

We may transfer, assign, charge, sub-contract or otherwise dispose of a Contract, or any of our rights or obligations arising under it, at any time during the term of the Contract.

25. Events outside our control

We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under a Contract that is caused by an event outside our reasonable control (Force Majeure Event).

A Force Majeure Event includes any act, event, non-happening, omission or accident beyond our reasonable control and includes in particular (without limitation) the following:

- Strikes, lockouts or other industrial action;
- Civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war;
- Fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster;
- Impossibility of the use of railways, shipping, aircraft, motor transport or other means of public or private transport;
- Impossibility of the use of public or private telecommunications networks; and
- The acts, decrees, legislation, regulations or restrictions of any government.
- Global Pandemics: Our performance under any Contract is deemed to be suspended for the period that the Force Majeure Event continues, and we will have an extension of time for performance for the duration of that period. We will take reasonable steps to bring the Force Majeure Event to a close or to find a solution by which our obligations under the Contract may be performed despite the Force Majeure Event.

If we cancel camps due to a Force Majeure Event, we will offer, as the default remedy, a credit note valid for 12 months from the original camp dates. Refunds will be provided where required by law.

26. Waiver

If we fail, at any time during the term of a Contract, to insist upon strict performance of any of your obligations under the Contract or any of these terms and conditions, or if we fail to exercise any of the rights or remedies to which we are entitled under the Contract, this shall

not constitute a waiver of such rights or remedies and shall not relieve you from compliance with such obligations.

A waiver by us of any default shall not constitute a waiver of any subsequent default.

No waiver by us of any of these terms and conditions shall be effective unless it is expressly stated to be a waiver and is communicated to you in writing in accordance with clause 22 above.

27. Severability

If any of these terms and conditions or any provisions of a Contract are determined by any competent authority to be invalid, unlawful or unenforceable to any extent, such term, condition or provision will to that extent be severed from the remaining terms, conditions and provisions which will continue to be valid to the fullest extent permitted by law.

28. Entire agreement

These terms and conditions, the Booking Confirmation, the Safety Form (Child Information Form) and any other document expressly referred to in them constitute the whole agreement between us and supersede any previous arrangement, understanding or agreement between us, relating to the subject matter of any Contract.

We each acknowledge that, in entering into a Contract (and the documents referred to in it), neither of us relies on any statement, representation, assurance or warranty (Representation) of any person (whether a party to that Contract or not) other than as expressly set out in these terms and conditions.

Each of us agrees that the only rights and remedies available to us arising out of or in connection with a Representation shall be for breach of contract as provided in these terms and conditions.

Nothing in this clause shall limit or exclude any liability for fraud.

29. Our right to vary these terms and conditions

We have the right to revise and amend these terms and conditions from time to time to reflect changes in market conditions affecting our business, advancements in technology, modifications in payment methods, changes in relevant laws and regulatory requirements, and changes in our system's capabilities.

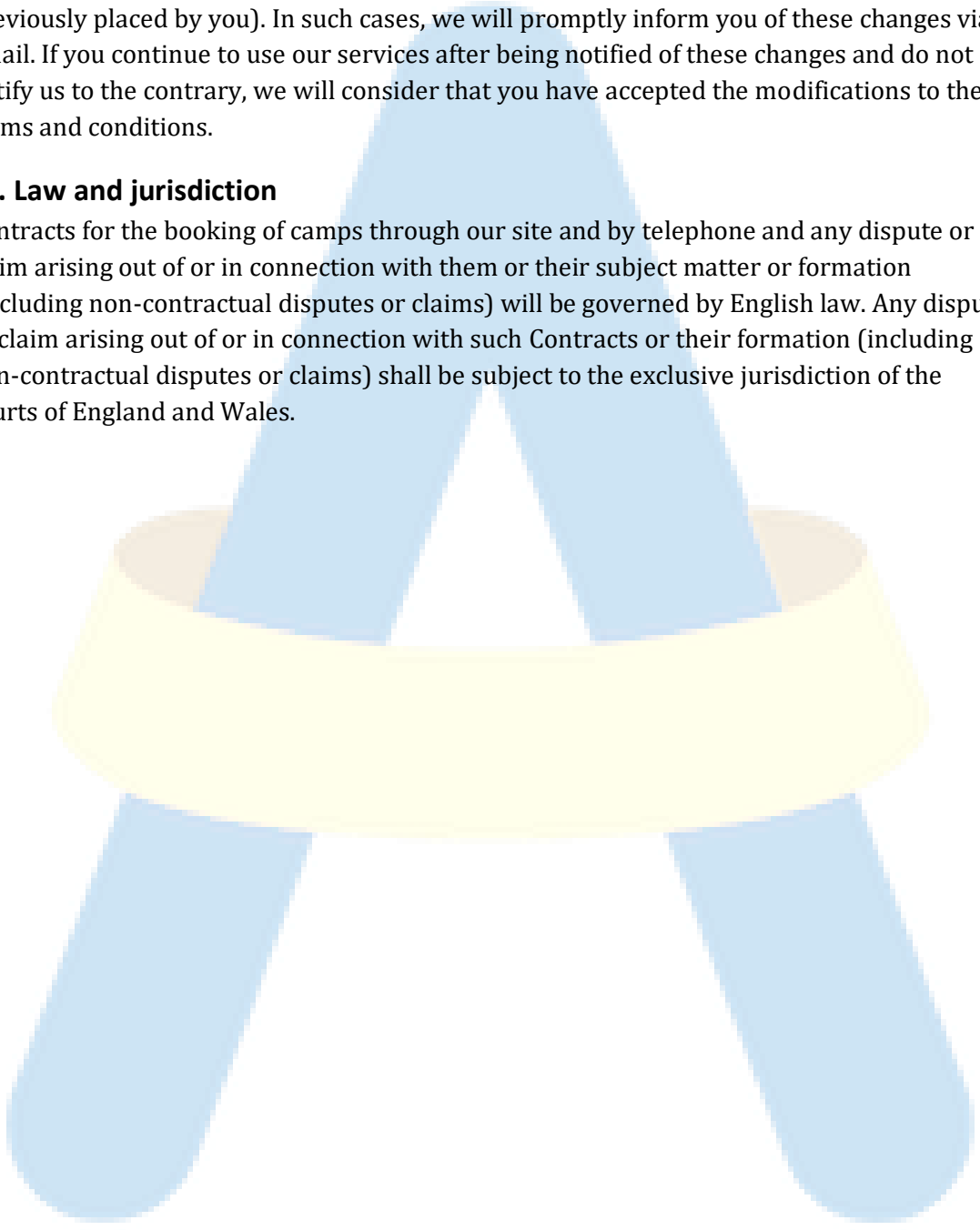
We are committed to keeping you informed about any changes to these terms and conditions. Therefore, we will notify you of any revisions or amendments via email to the address you provided during the booking process. It is important that you keep your contact details up to date and promptly notify us of any changes to your email address.

You will be subject to the policies and terms and conditions in effect at the time of your booking with us, unless any change to those policies or these terms and conditions is required to be made by law or governmental authority (in which case it will apply to orders

previously placed by you). In such cases, we will promptly inform you of these changes via email. If you continue to use our services after being notified of these changes and do not notify us to the contrary, we will consider that you have accepted the modifications to the terms and conditions.

30. Law and jurisdiction

Contracts for the booking of camps through our site and by telephone and any dispute or claim arising out of or in connection with them or their subject matter or formation (including non-contractual disputes or claims) will be governed by English law. Any dispute or claim arising out of or in connection with such Contracts or their formation (including non-contractual disputes or claims) shall be subject to the exclusive jurisdiction of the courts of England and Wales.



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