**Youth Service Holiday Programmes**

**IMPORTANT INFORMATION/TERMS AND CONDITIONS FOR 2019**

**Booking Information**

* If making an email booking - Payment must be made within 48hrs of receiving a reference email from the Youth Service. Failure to pay within this timescale will result in the provisional booking being cancelled. (PLEASE CHECK JUNK FOLDERS FOR THIS EMAIL)
* If making a telephone booking – Payment must be made at time of booking.
* Participants can only be booked onto a **maximum of 2 activities per week**
* OA4 forms must be completed and returned at least a week before the activity. These can be downloaded from the website and a copy will be sent to the person making the booking.
* Changes in participants can not be made within a week of the activity
* Cancellations (more then a week before the activity) will result in either a fee of £10 or 25% of the activity(ies) cost (which ever is higher). This will be deducted from any refund. No refunds can be given to cancellations made within a week of the activity.

**Activity Information**

* Activities maybe cancelled due to low numbers – An alternative activity will be provided instead.
* Participants need to arrive on time at the activity meeting point, we are unable to wait for late arrivals. Failure to attend an activity and/or continued late collections may lead to current or future bookings being subject to review.
* All outdoor activities are subject to change due to adverse weather conditions
* All forms must be returned a week before the activity is scheduled to take place.
* Unfortunately there is no flexibility with the programme age ranges. This is due to staff ratios, appropriateness of activity and to ensure that all participants are able to get the most out of their day.

**Participants Information**

* If a participant’s behavior is deemed inappropriate, the young persons emergency contact maybe asked to come and collect them from the session. In such circumstances, either current or future bookings will be subject to review.
* **It is the parents/carers responsibility to ensure that all medical forms are up to date and completed with all relevant information that may affect a young persons health and/or behaviour on the programme.**