



Terms and Conditions

Little Imaginations Early Years Camps

These Terms and Conditions apply to all bookings made for Little Imaginations Early Years Camps. By making a booking, parents or carers confirm that they have read, understood and agreed to these Terms and Conditions.

1. Booking and Payment

All camp places must be **booked and paid for in advance** through the Little Imaginations booking system.

Bookings are only confirmed once **full payment has been received**.

Little Imaginations Ltd reserves the right to **withhold or retain camp payments** where cancellations or other circumstances fall outside the refund conditions outlined below.

Places are offered on a **first come, first served basis**.

2. Cancellation and Refunds

If a parent or carer wishes to cancel a booking:

- Written notice must be provided.
- If **21 days or more notice** is given before the booked camp date, **90% of the camp fee will be refunded**.
- The remaining **10% will be retained as an administration fee**.

Where **less than 21 days notice** is given, **no refund will be issued**.

3. Transfer of Bookings

If a child is unable to attend, parents may request to **transfer the booking to another suitable child**.

This must:

- Be approved by Little Imaginations in advance
- Be within the **appropriate age range for the camp**
- Include full registration details for the replacement child

Little Imaginations reserves the right to refuse the transfer if the child does not meet camp requirements.

4. Age Requirements

Children attending Little Imaginations camps must be **at least 3 years old** and fall within the **advertised age range** for the camp.

Children must be **confident in a group environment** and able to participate in camp activities safely.

Little Imaginations reserves the right to refuse attendance if the child does not meet the stated age requirements.

5. Additional Needs and Support

Little Imaginations aims to be **inclusive and supportive of all children**.

Parents must provide full information about their child's **medical needs, additional support needs, behavioural needs or personal care requirements** during the booking process.

This includes:

- Special educational needs
- Disabilities
- Medical conditions
- Allergies
- Personal care requirements such as nappies

The camp operates within **safe staffing ratios**, typically **1:6 – 1:7 depending on age**.

Where a child requires additional supervision or support, this may impact staffing ratios. In some cases, Little Imaginations may only be able to accept a **limited number of children requiring additional support at any one time**.

The setting will always aim to **work collaboratively with parents and external professionals** to support participation wherever possible.

6. Health and Medical Information

Parents must provide **accurate medical information** at the time of booking, including:

- Allergies
- Medical conditions
- Medication requirements
- Emergency contact details

Medication can only be administered where **written consent has been provided** and medication is supplied in the **original container with correct instructions**.

In the event of illness or injury during camp, staff will:

- Provide first aid where appropriate
- Contact parents or carers
- Seek medical assistance where necessary

If emergency treatment is required and parents cannot be contacted, Little Imaginations reserves the right to **authorise emergency medical treatment in the best interests of the child**.

7. Illness

Children who are **unwell or contagious** should not attend camp.

Little Imaginations reserves the right to **ask parents to collect a child early** if they become unwell during the day.

8. Behaviour

Little Imaginations aims to create a **safe, respectful and enjoyable environment** for all children.

Children are expected to behave in a way that:

- respects others
- follows staff instructions
- ensures safety

Where behaviour places the child or others at risk, Little Imaginations reserves the right to **contact parents and request collection of the child**.

In serious cases, the setting reserves the right to **withdraw a child's place without refund**.

9. Outings

Some camps may include **local outings to nearby parks or green spaces** to support outdoor play and learning.

Parents give permission for children to participate in **local supervised outings** when registering for camp.

Children will be supervised at all times and appropriate **risk assessments and ratios** will be maintained.

10. Photography and Media

Photographs may be taken during camp to document activities and share experiences with parents.

Images will only be used where **parental consent has been given**.

Photographs are primarily shared through the **secure childcare communication system** used by Little Imaginations.

Occasionally images may be used for **promotional purposes**, but children will never be identified by full name.

Children will always be presented in a **positive and respectful manner**.

11. Mobile Phones and Devices

Staff mobile phones are not used around children and are stored safely during camp hours.

Photographs of children are only taken using **Little Imaginations devices**.

12. Collection and Late Collection

Parents must ensure children are **collected on time** at the end of their session.

If a parent is delayed, they must contact the camp manager as soon as possible.

Late collection may result in **additional charges** to cover extended staffing.

13. Personal Belongings

Little Imaginations cannot accept responsibility for **lost, damaged or misplaced personal belongings** brought to camp.

Parents are encouraged to label children's belongings.

14. Camp Cancellations by Little Imaginations

In the unlikely event that Little Imaginations needs to cancel a camp session due to unforeseen circumstances (including severe weather, staff illness or venue issues), parents will be offered either:

- An **alternative camp date**, or
 - A **full refund**
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15. Force Majeure

Little Imaginations shall not be liable for failure to perform obligations where circumstances are beyond its reasonable control, including but not limited to:

- extreme weather
 - public health restrictions
 - government regulations
 - venue closure
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16. Policy Compliance

By booking a place at Little Imaginations camps, parents agree to comply with the setting's policies including:

- Safeguarding Policy
 - Behaviour Policy
 - Health and Safety Policy
 - Equality and Diversity Policy
 - E-Safety Policy
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17. Changes to Terms

Little Imaginations reserves the right to update these Terms and Conditions where necessary. The most current version will always be available upon request.

Reviewed March 2026 (By Nicola Barney)
Next Review Date March 2027