

FLOURISH @ THE FARM T&C's

Bookings:

All transactions are to be made Online (secure server), e-mail (unsecure). All credit / debit card transactions are subject to validation checks and are authorised by the card issuer. Our method of payment is PayPal, through your own account or as a standard card payment as a guest. This method accepts MasterCard, Visa, Delta, Maestro and Solo. If the issuer of your card refuses to authorise payment to us, we will not be liable for any loss of place on a camp/course.

No orders will be accepted or processed without a valid card payment in the name of the registered cardholder.

By using this site, you are agreeing to these terms and conditions.

These terms and conditions will apply to all transactions placed online, with FLOURISH @ THE FARM (owned by Kruze Education Consultancy Ltd). Please read carefully before booking your camp. All contracts shall be governed by and construed in accordance with English Law and any dispute between us will be resolved exclusively in the courts of England and Wales. Nothing in these terms and conditions will be deemed to affect your statutory rights.

References to the 'company', 'us' or 'we' will refer to FLOURISH @ THE FARM. All references to the customer shall mean the person or persons purchasing or agreeing to purchase services from the company. All references to the Website shall include reference to all

URL's owned by FLOURISH @ THE FARM (Kruze Education Consultancy Ltd).

Upon booking online you will receive a confirmation email with details of the booking made, please check these details carefully and call within 7 days if you notice any discrepancies.

We take full payment upon booking; any discount codes must be redeemed at the checkout and cannot be applied retrospectively.

Changes to bookings:

If summer plans change, we are happy to change your camp dates to an equivalent camp within the same calendar year, up to 14 days before the start of the original camp. Please email ben@thefarmstratford.co.uk if you would like to change your booking.

Cancellations:

A full refund, minus a £10 admin charge, will be given if cancellation takes place 14 or more days before the camp starts. If a cancellation is made up to 7 days before the camp starts, (and we cannot help you rearrange for another camp in the same calendar year), we will refund monies minus 25% to cover costs.

If you cancel after 7 days unfortunately, we will not be able to refund any monies. (But again, we will do our best to accommodate a date change). If the cancellation is due to illness, then we would please request a doctor note and we will refund monies minus 25% for costs.

If FLOURISH @ THE FARM cancels any camps, due to unforeseen circumstances, we will give as much notice as possible, and will either transfer the monies onto another camp or alternatively refund all monies in full.

Information:

It is the Parent or Guardian's responsibility to ensure that information filled in at the booking stage online (or on the consent form emailed to you to hand in before the starting morning) is accurate and complete, including all medical, physical, or behavioural conditions or dietary requirements. Upon booking you will receive a consent and information form, which must be filled in by the parent or guardian and returned to a Flourish employee at the drop off location. We will have spare consent forms on site, but please note these can only be signed by a parent or guardian, so if you are not dropping your child off yourself the slip must be filled in before dropping off. We cannot accept any child onto a camp without a completed and signed consent form.

We request that parents of children with specific needs contact us directly to discuss their requirements.

Late stay pickup:

We do offer a late stay service. If our camps are due to finish at 3.30pm we have a late stay till 4.30pm for an extra £5. This must be booked at drop-off. We understand circumstances can cause delay but any participant staying past 4pm will be subject to the addition late stay charge. The same rules apply to any camp finishing at 4pm

(late stay 4pm-5pm. 4.30pm participant becomes eligible for late stay charge)

Liability:

FLOURISH @ THE FARM camps take place in the open countryside and are by their very nature not free from hazard. FLOURISH @ THE FARM (Kruze Education Consultancy Ltd) makes every effort to minimise risk to participants and instructs participants in the safe negotiation of such risk as may remain. Consequently, the client acknowledges that there are circumstances in which an accident could befall a client without FLOURISH @ THE FARM (Kruze Education Consultancy Ltd) being at fault and accepts that to that extent he/she is taking part in a course run by FLOURISH @ THE FARM (Kruze Education Consultancy Ltd) at his/her own risk. FLOURISH @ THE FARM (Kruze Education Consultancy Ltd) only accepts liability for physical injury to a client that is shown to result from negligence on the part of FLOURISH @ THE FARM. The client acknowledges that other loss, damage and expense (including without limitation, loss of money, loss or damage to clothes and possessions, losses arising on the cancellation of a booking and the expenses of delay and the harm caused other than by negligence of, however arising, is not the responsibility of FLOURISH @ THE FARM (Kruze Education Consultancy Ltd) so liability is hereby limited.

Policies:

Full risk assessments are complete for each activity and site, if you would like to see a copy of our policies and procedures, including child protection documentation, please contact ben@thefarmstratford.co.uk directly.

Staff:

All the team have a complete DBS check and have completed full in-house training. A huge benefit of FLOURISH @ THE FARM is that it is run by a highly qualified team with vast experience working with children in and out of schools and other education environments.

Photographs and Videos:

If you do not wish for your child to be in any marketing materials please let us know by contacting ben@thefarmstratford.co.uk as occasionally we employ a DBS checked photographer.

All information given on the website are correct at the current time but may be updated or changes due to varying circumstances.

Data Protection:

To process your booking, we need to collect personal details about you and your children. We will treat it as confidential and keep it secure, complying with all relevant UK legislation. We would also like to use some of your details to tell you about our products and services, and those of our parent/sister organisations and will ask for your consent during the registration / booking process. You may unsubscribe at any time.

FLOURISH @ THE FARM is owned by (Kruze Education Consultancy Ltd
no: 11771588)