

Camp Payments, Cancellation & Refund Policy

Last updated: 06/12/2024

The aim of this policy is to clearly outline the key information regarding payments, cancellations, and refunds, as well as the procedures that must be followed to ensure a smooth and efficient booking process. By adhering to these systems, we can maintain a fair, organised, and high-quality experience for all families attending Ultimate Kids Camps.

Paid Bookings

All Ultimate Kids Camp bookings are to be completed prior to attendance; this applies to all. A completed booking consists of:

- Coordinate Sport account through the Ultimate Kids website.
- All children's details are accurately inputted.
- Selected dates and sessions
- All relevant forms are filled out and done so correctly
- Full payment
- Confirmation from Ultimate Kids

Here at Ultimate Kids we are working hard to make more options available for parents to pay for their children. With that being said, at the current moment we only accept online payment, invoice payments, BACS and occasionally cash payments if agreed by management prior to arrival.

Please note: We currently do **not** accept childcare vouchers.

Holiday Activity & Food Programme Bookings (Funded)

All Ultimate Kids Camp bookings are to be completed prior to attendance; this applies to all. A completed booking consists of:

- Coordinate Sport account through the Ultimate Kids website.
- All children's details are accurately inputted.
- Selected dates and sessions

- All relevant forms are filled out and done so correctly
- Confirmation from Ultimate Kids

All HAF Camp bookings are **ONLY** for those eligible for **BENEFIT RELATED FREE SCHOOL MEALS** and have a claim verified by their school or local authority, for children aged 5-11. Just to note, this does not include universal infant free school meals which are available to reception, year 1 and year 2 pupils unless those children are also in receipt of benefits-related free school meals. Bookings will be cross referenced to check if eligible.

Booking Cancellations

Customer-Initiated Cancellations

Bookings can be canceled at any time, but the following refund rules apply:

- **15+ days** before camp: **Full refund.**
- **14–8 days** before camp: **50% refund.**
- **7–1 days** before camp: **No refund.**
- **On the day** or **after** camp has started: **No refund.**

Changing Camp Locations

- **15+ days** before camp: **No fee.**
- **14–8 days** before camp: **50% fee.**
- **7–1 days** before camp: **100% fee.**
- **On the day** or **after** camp has started: **100% fee.**


In exceptional circumstances, management may approve deviations from these rules and offer alternative solutions.

Company-Initiated Cancellations

If Ultimate Kids cancels a camp for any reason:

- **Refunds:** Refunds will only be issued if the cancellation is due to an error on Ultimate Kids' part.
- **Credits:** The full amount will be credited to your account for future Ultimate Kids services (no expiry).
- **Other Options:** In unique cases, alternative solutions may be offered depending on the nature of the cancellation.

Force Majeure (Uncontrollable Circumstances):



Ultimate Kids reserves the right to cancel any camp due to circumstances beyond our control. In such cases, our refund policy may be reviewed and amended accordingly.

Cancelled Booking due to suitability

At Ultimate Kids, we are committed to providing the best possible care for all children. To do so, we require detailed information about your child's needs and behaviours to ensure we can offer the appropriate support and resources.

Please note that Ultimate Kids is unable to accommodate children who require 1:1 or specialist support. While we strive to be inclusive and accommodating, it is your responsibility to contact us at customercare@ultimatekidsltd.co.uk before making a booking to discuss your child's specific needs.

If a booking is made without prior consultation with an Ultimate Kids manager, you acknowledge and accept that we reserve the right to terminate the booking if we determine that the situation is unfair or unsafe for the child. In such cases, no refund will be issued.

In addition, if a child exhibits violent, abusive, disrespectful, or bullying behaviour, engages in vandalism, or displays consistently poor behaviour that negatively impacts the camp environment, Ultimate Kids staff reserve the right to terminate the booking. In such cases, no refund will be issued.

Booking Amendments

Amendments to your booking are allowed, subject to the following rules:

- Amendments must apply to the **same camp** you originally booked.
- All amendments within 14 days of camp start will incur an admin fee of **£10.00**.

Process:

- All amendments must be submitted via email to **customercare@ultimatekidsltd.co.uk**, including your booking number and requested changes.
- The email will be used to determine the admin fee based on its timestamp, even if we cannot respond immediately during busy periods.
- Failure to submit your amendment via email may result in higher fees or the amendment not being processed.

