Part of:

PLG Camps

Holiday Camps Terms and Conditions

Version1.1
Updated 17th September 2025

PLG Camps– Terms and Conditions

1. General

- Your booking is based upon our company Terms and Conditions set out below. It is important that you read and understand them. When making a booking with us you will be asked to tick a box to confirm you understand these agreements with us.
- Our Terms and conditions may be updated at times. Please check our website for the most up to date information. You can also view our terms and conditions when booking
- We have a dedicated customer service team who can help you throughout and after your booking

2. Bookings

- All Responsibility for all booking details for child attendee lies with "The User" when registering for the first time and for each subsequent booking
- Responsibility for keeping medical and contact details up to date lies with "The User"
- "The user" is only permitted to have children they are the parent or guardian of as an attendee on their account and may not book other children under their account unless granted a special exemption from the PLG Customer service team.
- All complimentary extensions must be booked in advance

3. Payment Terms

- We accept payment with debit/credit card (Visa and Mastercard) and via Klarna
- We do not accept American Express, PayPal, cash or cheque.
- Payment is due at time of booking; no place will be confirmed until full payment is made.
- Our booking software is Pembee. Card details are encrypted and stored for use with future bookings. You, the user will have the choice of whether to store your card details or not.

4. Camp Passes

- Camp passes can be purchased by logging into your account on our booking system powered by Pembee.
- Camp passes are valid for 12 months from the date purchased and can only be used to book days that will be attended in that period the passes are valid.
- Camp passes cannot be extendable or refundable
- Camp passes are no transferable and may not be transferred to another user.

5. Childcare Vouchers

- Childcare vouchers will be accepted from 2026.

6. Cancellations

- If you need to cancel your booking, please refer to the table below that outlines are cancellation policy. This can also be found on our website

	Credit/Debit Card	Account Credit	Camp Passes
14 days or more	Full refund	Full Credit	Pass returned to account
7 days or more	Refund minus 10% admin fee	Full Credit	Pass returned to account
24 hours or more	No refund	Credit minus 10% admin fee	Pass returned to account

7. PLG Flex Booking Protection add on.

- Our PLG Flex booking protection add on allows you to cancel your child's booking up until 5pm the day before your child is due at camp and still get a full refund with no fee.
- Refunds will include the cost of the standard day and any extensions but will exclude the fee for the flex booking protection add on.
- Our flex booking add on will also entitle you to a credit should your child not be able to make it on the day.
- Our flex booking protection also enables you to move your booking to another day within the same holiday period right up until and including the day of your booking day.
- You must select the add on for all days you require protection for your booking. Selecting an add on for one day does not protect all days on your booking
- Any days that do not have the flexi-pass added on will not be covered.
- Flex booking protection cost £3 per day that you have booked
- Flex booking protection fees are non-refundable and cannot be converted to account credit.

8. Account Credit

- Account credit is valid for 1 year.
- Account credit on your account cannot be extended or refunded as a cash payment
- Account credit may be used as part of full payment towards any booking made on our Pembee system.

9. Refunds,

- In the event of a refund, these will be issued to the original card used at the time of booking
- Should this card be expired, lost or stolen and a new card issue by your bank. Your bank will automatically re-direct the refund to your new card via the STRIPE system.

- Refunds cannot be sent to a different card.

10. Illness and Injury

- We know injuries can happen and if your child can't attend a session due to an injury, we are happy to credit the sessions missed. A valid medical note will be required for this. If your child must miss the remainder of term or whole term as a result, we can offer you a credit or refund.
- If a doctor's note can't be provided, we will be unable to credit or refund the booking.

11. Health and Safety

- PLG Campscoaches to a ratio that aligns with statutory requirements The actual ration varies between age groups and activities.
- PLG Campsdoes not coach to higher than 1:12 (1 coach to 12 children).
- It is the responsibility of the parent/guardian to disclose full information or any physical or behavioural conditions. If your child has additional needs, please get in touch so we can see how we can best support them.
- Children must not attend classes if they are Ill or infectious. Sessions can be credited in this situation.
- If the behaviour of the child is considered to be dangerous or inappropriate, PLG Campsreserves the right to decline/cancel a booking or exclude any child for any reason at its absolute discretion No refund will be made for days missed and no compensation will be made for any other costs or losses incurred as a result.

12. Swimming Policy

- We offer swimming at selected venues for children aged over 5+
- Children under 5 are not permitted to swim
- When booking, you will be asked to tell us if your child can swim 15 metres unaided.
- If you say 'No', you must ensure that your child comes to Camp with a suitable and clearly named buoyancy aid
- If you answer 'Yes', please be note that your child will still need to demonstrate their ability to the lifeguard and confidently swim 3 widths of the pool. If they put their feet down or display a general lack of water confidence, they will need to come to Camp with a suitable buoyancy aid, clearly named, before being able to use the pool. These can be borrowed on your child's first day.
- The sessions are overseen by fully qualified lifeguards at a ratio of 1:10 (1 lifeguard to 10 children).

- Children with grazes or cuts that are not sufficiently healed will not be permitted to swim.
- Children with infections such as ear infections or verruca's will not be permitted to swim. Please contact us to ask if you are unsure.

13. Holiday Camp Programme and Activities

- Please be aware not all activities are offered in the timetable on a daily basis, and we cannot guarantee specific activities on specific days.
- Specialist activities like Swimming and Zorbing are only offered at certain venues. Please view our website to see what we offer at each venue.

14. Drop Off and Collection Policy

- For safeguarding reasons, PLG Campshas a strict policy on the drop off and collection of children at our school classes.
- We know things happen and running late can happen. We ask that parents make every effort to let the coach know if they are running late to pick up.
- A late pick-up fee of £1 for every minute after 17:10 until collection and no notice has been given or if collection is late multiple times.
- Please note, exclusion may also result due to persistent late collection.

15. Personal Property

- We do not take responsibility for the loss or damage of any items of personal property brought into classes and our insurance does not cover personal items.

16. Child Protection

- If our staff suspect a child may be suffering from or makes a disclosure of abuse, our staff are obligated to report to the relevant authorities. If we suspect the child is in immediate danger, we are obligated to involve the police.

17. Photography and Video

- · On occasion our team may take photographs or video footage at our venues. This is for marketing and promotional purposes.
- Permissions are granted/denied by the user when registering.
- ·Permissions can be checked and changed under the 'Attendee' section in your account.
- On the day of any photos or videos being taken, we will ask you to confirm your choice at drop off. You will have the option to change your give or remove permission if you wish.

18. Data Protection

- To process your booking, we need to collect personal details about you and the children on your booking. It is your responsibility to ensure that you have permission to pass on these details.
- Additionally, we would like to hold and use some of your details for future marketing purposes (full details of how we may use your data are available in our Privacy Policy); we'll ask for your consent to this when you register your details with us. Our full privacy policy is available online our website.
- When talking to a member of our team, you must give us your security password set when registering. We won't be able to talk to you about your account without this. Please note your security password is not your account password and must not be the same.

19. Complaints Procedure

- **Step 1 -** Speak to the coach who is the most likely to resolve any concerns quickly and efficiently
- **Step 2 -** If you feel your complaint has not been successfully dealt with, you may raise your concern with PLG's Customer Service team by calling e-mail info@plgsportscoaching.com
- Our customer service team will endeavour to address your complaint within 48 working hours and strive to resolve any issues quickly and effectively.
- Our full complaints policy is available online on our website

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