

TERMS & CONDITIONS

What does the price include?

The price includes full board and accommodation, activities, equipment and excursions unless otherwise stated. The holidays are based at Scoughall Campsite – a venue managed by Scripture Union Scotland. Accommodation arrangements are in separate sex bedrooms or tents, generally sleeping between two and eight young people. In an effort to keep the cost of the holidays as affordable as possible volunteer team members also make a financial contribution.

What about travel?

The cost of organised travel to and from the holiday venue is included in the fee. There will be organised transport which will either use trains to Dunbar or minibuses and cars to the site. At least two adults will escort these groups. Parents and guardians are responsible for the travel arrangements to and from pick up points. Organised transport arranged for you by the holiday leader and at least two adults will escort these groups. Those who travel independently on public transport can be met at Dunbar or North Berwick railway station. Directions to the site will be sent to those who wish to travel independently.

Who is on the team?

All the holidays are run by experienced adult team, the majority are volunteers. There is a high ratio of team to young people, normally 1:3. The team is given appropriate training prior to the holiday.

What about safety?

The issue of safety is taken seriously throughout the holiday. All activities carry an inherent risk and this is minimised to an appropriate level by taking all reasonable steps. All outdoor pursuit activities are carried out under qualified supervision. This supervision may be by our own leaders, or leaders hired from a centre accompanied by our own. All recommended safety equipment is always worn, buoyancy aids for water activities and helmets for climbing or cycling. Equipment is checked and maintained to a high standard. reNEw NE has a Safeguarding Policy and all holiday leaders and team members are subject to this. All adult team members are subject to an Enhanced Disclosure issued by the Disclosure and Barring Service (DBS).

Money matters

We do not want anyone to be unable to attend the holiday due to finance. In fact the cost of the holiday is more than we charge and fundraising activities subsidise the holiday. If you need financial assistance please indicate this when booking.

The balance of your fees is due four weeks before the holiday commences.

What if I cancel?

The holiday leader should be informed immediately if you have booked and are unable to attend. Normally deposits are non-refundable but we take individual circumstances into account when considering any request for refunds.

What if the holiday is cancelled?

In the unlikely event of a holiday having to be cancelled, reNEw NE undertakes to refund fees already paid by participants.

What if my child is unwell?

In the event of your child being unwell at the start of the holiday, we adhere to current NHS guidelines for school attendance, which can be found here <https://www.nhs.uk/Livewell/Yourchildatschool/Pages/Illness.aspx>. Children with diarrhoea and/or vomiting must not be sent to the holiday until at least 48 hours after their symptoms have gone. If a child has a raised temperature, they too must not be sent until their symptoms have gone.

What about insurance?

reNEw NE is fully covered for public liability. You are not, however, insured against personal accident or injury as a result of an accident or loss of possessions. We therefore suggest those who feel that additional insurance is necessary should make their own arrangements.

Additional needs

Whilst recognising that all children are special, some may have additional needs which require extra support. We aim to include such children on our holidays within the guidelines of suitable provision and staffing. To do this we ask all parents to give us full details of their child's additional needs (i.e. disability / medical condition/ medication) at the time of booking in order that we can meet those needs to the best of our ability. We must also be advised at the time of booking if a child currently has or has recently experienced any behavioural or social problems which may affect their own safety and / or the well-being of others on the holiday.

Participation

We expect everyone who goes on the holiday to be fully involved in every aspect of the programme, including the informal teaching sessions and doing daily duties if required e.g. helping with washing up.

Leaving holiday site

There are occasions when young people may be allowed to visit a town or place of interest in small groups unaccompanied by a leader for a short specified period of time. This will be arranged as appropriate to their age and the location. Reasonable measures will always be put in place for them to contact holiday leaders e.g. an agreed meeting point.

Mobile phones

We do not encourage children to bring mobile phones to the holiday as experience has taught us that their use can cause homesickness and inconvenience to the smooth running of the programme. Our leaders do have permission to ban their use and where they are permitted we expect them to be switched off and stored securely except at designated times.

Photographs

Your child may be photographed on the holiday! The photographs will only be used by reNEw NE or organisations in sympathy with reNEw NE to which express permission may be granted. We cannot take responsibility for any photographs/video clips that are put onto social networking sites by guests on the holidays. reNEw NE may use photographs / video clips to promote its holidays on such sites. Please contact us if this is of concern to you.

Data protection

reNEw NE will hold your details securely but will not release the information to any third party. Some details may be shared with the team and an address list may be shared with the young people and team on your chosen holiday enabling them to make contact outside of the holiday. We may contact you after the holiday to find out your views so that we can improve things for the future.

reNEw NE reserves the right to:

- refuse any application,
- alter or cancel a holiday where necessary,
- ask a young person to leave the holiday if their behaviour is incompatible with the general enjoyment and well-being of others, in which case the parent or guardian will be informed and collection arrangements must be made at their own expense and no refund will be given