

Practical Matters

Please read our Small Print, alongside these Practical Matters, which include the full Terms and Conditions and should be read before making a booking.

What does the price include?

The price shown for each holiday is totally inclusive of board, accommodation and all activities unless clearly stated otherwise, from the time of arrival to the time of departure. However some pocket money is usually advised for small items such as tuck shop sweets, drinks or postcards to send home.

What about travel?

Parents and guardians are responsible for travel arrangements to and from the holiday start point, and the cost of this is not included in the fee unless clearly stated. Lift sharing may be possible amongst families, and pickups from local public transport stations can usually be arranged - please speak to your Booking Secretary for more information on these.

Final information and kit lists

These packs are normally sent out about eight weeks before the start of the holiday. Should you not receive a copy, please contact the Booking Secretary. It will include an *Information and Health Form* which must be signed and returned before we can accept charge over the young person.

Who are the team?

Our team, who give their time voluntarily, are carefully selected and supervised and are subject to an Enhanced Disclosure issued by the Disclosure and Barring Service as well as specific Child Protection training before the holiday. There is a high ratio of adult team to participants, usually 1:4 and mixed groups will have at least one adult of each gender.

West Runton Holidays

What about safety?

All outdoor pursuit activities are carried out under qualified supervision. Where licensed activities are provided by our own instructors we operate under the remit of the Adventure Activities Licencing Scheme (AALS), and where provided through a third party we perform appropriate due diligence. All recommended safety equipment is always worn correctly and is checked and maintained to British standards.

Smoking is not permitted except in designated areas and no alcohol is permitted anywhere or at any time on the holiday. Where buildings are used on our holidays, they conform to the standards required by law. Tented camps have regularly serviced fire fighting equipment.

Health and diet

Each holiday has a designated first aider with a current First Aid qualification. We require you to inform us of any health problems the participant may be experiencing or any medication being taken before the holiday. Menus are drawn up with regard to providing balanced meals with adequate quantities for people of different ages. If we are informed of special dietary requirements in advance we can normally cater for them. All the holidays provide adequate rest and have a 'lights out' time suitable for the age group.

The Christian content

The Christian content is Bible based, varied to suit the age range of each holiday and usually includes informal talks, worship, drama and discussion groups. Everyone is expected to participate fully in all aspects of the holiday. Read our *Vision and Values* on the website to find out more.

What if I cancel?

The Booking Secretary of your holiday must be informed in writing immediately. Your deposit is non-returnable. If the cancellation is made more than eight weeks before the holiday you will not be liable for any further payment, and a refund will be made if any additional payments have been made. The balance of the full fee is payable eight weeks before the start of the holiday and if a cancellation is made within this time of a UK holiday, the full fee must be paid (see our *Small Print* for holidays overseas). We advise you to take out a suitable Travel Insurance Policy at the time of booking.

What if the holiday is cancelled?

In the unlikely event that a holiday is cancelled due to unforeseen circumstances, we will always offer a full refund or an alternative. All information is correct at the time of going to press, and is published in good faith. All monies paid are held in a separately administrated trust account until after the completion of the holiday in compliance with current legislation.

Insurance

A travel insurance policy is not provided in any of our holidays except Snow Switz. We advise everyone to take out cover against personal accident, illness, cancellation or loss of kit. West Runton Holidays holds Public Liability Insurance to cover the holidays and activities.

Special needs and behaviour

Some young people require special support due to needs they may have (eg disability, medical condition, behavioural difficulties, medication) and it is WRH's aim to include such young people wherever possible. To do this we need full details of the condition or issue at the time of booking so we can consider and discuss with all parties how we might attempt to meet the specific needs. If it is mutually agreed that we cannot provide the correct level of support, any monies will be returned. West Runton Holidays reserves the right to turn down an application, or if necessary, ask a person to leave a holiday. In this event the parent or guardian will be informed and will be required to make arrangements at their own expense for that person's collection from the holiday. No refund is available in these circumstances.

Photographs

We use photographs and video taken on our holiday, including young people, in our publicity material which may include all types of media. If you wish to discuss this please contact the relevant Holiday Leader before the holiday concludes.

Data protection

West Runton Holidays complies with the Data Protection Act 1998 and will hold your details on a secure database. We will only make use of these for the purposes of West Runton Holidays, and will not release or sell them to any third party.

Comments?

We welcome any comments, whether encouragement, suggestions of improvement or to report a problem. Please write to the appropriate Holiday Leader or the Senior Leaders (seniorleaders@westrunton.org.uk)

Contact

Each holiday has a Booking Secretary with an email address and telephone number found on the website so please don't hesitate to get in touch. However, West Runton Holidays is a volunteer led organisation and Booking Secretaries and Holiday Leaders have full time occupations so please bear this in mind when contacting them, and be reasonably patient when waiting for a response.