

Big School Camp Terms & Conditions



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"Big School Camp" includes its staff, directors, and agents. "Staff" refers to full and part time employees and self-employed freelance contractors.

"The Customer" is the school, institution or other recognised body that has contracted the services of Big School Camp.

BOOKING CONFIRMATION

- 1.1 The Customer acknowledges that payment of the deposit constitutes a binding contract which will immediately come into force between the Customer and Big School Camp.
- 1.2 Big School Camp acknowledges that acceptance of a deposit payment constitutes a binding contract which will immediately come into force between the Customer and Big School Camp.
- 1.3 Invoiced dates are reserved for 30 days from the date the invoice is emailed. The booking is confirmed when the 50% deposit or full payment is received. If a minimum 50% deposit is not paid within the 30-day period then the reserved dates will automatically become live dates that any other school can book.
- 1.4 The full balance must be paid 12 weeks before the camp takes place- a minimum 50% deposit payment of the balance can be paid to secure a booking if it is more than three months away from the camp.
- 1.5 If the deposit and/or balance is not paid in time, we reserve the right to cancel the camp. If the balance is not paid in time, we reserve the right to retain the deposit.
- 1.6 The Customer acknowledges that it shall be their responsibility to obtain the express authority of each Group Member, or their respective parent or guardian, for their attendance at the Camp.
- 1.7 If Big School Camp agrees to accept a provisional booking, this provisional booking will be held at the discretion of Big School Camp.
- 1.8 Payment should be made via bacs transfer-details are on the booking invoice.
- 1.9 Schools will be sent an email confirmation confirming the booking once the deposit or full balance has been paid.
- 1.10 We are unable to make any refunds for any students who cannot or do not attend the camp/part of the camp for any reason. This is due to our staff having to be paid well in advance of the camp taking place.

1.11 If You Change Your Booking

If you wish to change your arrangements in any way, we will do our utmost to make these changes, but it may not always be possible. Any request for changes must be in writing via email from you. You may be asked to pay an administration charge of £25 and any further costs we incur in making these alterations. You should be aware that these costs could increase the closer you are to the camp date and you should contact us as soon as possible.



1.12 If We Are Forced to Make a Change to The Booking

Occasionally we must make changes and we reserve the right to do so at any time. Most changes will be minor and will be advised at the earliest possible date. In the unlikely event of it proving necessary to alter significantly or cancel your camp, we will offer a suitable alternative if available or 100% refund (within 14 days). If, in our opinion, we are not able to offer an alternative that is sufficiently comparable, compensation will be paid if we have to make a major change to your camp within eight weeks of commencement. The following schedule applies:

• 56-29 days: 10% of camp price per person

• 28-15 days: 15% of camp price per person

• 14 days or less: 25% of camp price per person

The aforementioned compensation does not apply if the change is due to circumstances beyond our reasonable control, including but not limited to war, the threat of war, riot, civil strife, actual or threatened terrorist activity, act of God, industrial dispute, governmental action, epidemic, disease, adverse weather or natural or nuclear disaster:

1.13 Terms & Conditions Once Big School Camp receives part/full payment

Receipt of payment informs Big School Camp that the School agrees to Big School Camp's Terms & Conditions that were sent with the requested invoice. We always share our Terms & Conditions with schools when sending the invoice before they book.

1.14 Refunds for non-attendance

We are unable to offer a refund for any child who cannot attend the camp for any reason.

2. PRICING

- 2.1 Big School Camp pricing packages are set as low as possible to allow all children the opportunity to take part.
- 2.2 Prices may be increased from year to year in line with rising costs & inflation.
- 2.3 Big School Camp will always honour the originally quoted camp price.
- 2.4 The Logistics charge covers the distance our staff must travel to the school. The charge is worked out from our base in Horsham and these charges are kept as low as possible. Big School Camp does not make any profit on the logistics charge, it is purely to cover the costs of staff, transportation of large equipment.
- 2.5 A School further away from our base in Horsham, West Sussex (RH12 4PZ) will have a higher logistics charge added to the invoice than a school nearer. The calculation takes into account distance & time taken to travel.



3. SITE SECURITY AND SAFEGUARDING

- 3.1. The Customer is responsible for ensuring that they have completed a Safeguarding Risk Assessment for all children and vulnerable adults using the school grounds for activities and camping for the day and overnight.
- 3.2. Big School Camp staff are not to be used to secure the site overnight.
- 3.3 All students are the responsibility of the school at all times, Big School Camp are employed as an external education provider by the school.
- 3.4 The school staff are expected to be present at all times, schools must ensure that they have correct staffing ratio numbers at all times, including when activity sessions are being run.
- 3.5 Fundamentally it is the school's responsibility to ensure the safeguarding and wellbeing of all their children and staff.
- 3.6. Big School Camp maintains and makes publicly available up-to-date company Safeguarding Risk Assessments and policies for all our camps.
- 3.7 Big School Camp maintains and makes available to clients up-to-date DBS inspection records for all their staff (including DBS Update Service information where available).
- 3.8 Big School Camp staff should not be used within the schools staffing ratio numbers.
- 3.9 Big School Camp does not provide facilities such as toilets, running water, or power. Staff toilets should be made available to our staff that are not used by children.
- 3.10 Our staff do not work overnight. However, the Chief Instructor can be contacted in an emergency situation.
- 3.11 On our arrival days our team may need access to the school site the day before to deliver equipment. It is kindly requested that the school email Big School Camp the site managers contact number to arrange site access. Our director's contact number to arrange site access is Gary Marlow 07940 489257.
- 3.12 Big School Camp will have trailer/s that require access to the school site.
- 3.13 Our staff will need access to the site in their vehicles in the morning between 7-7:30am on the morning of the camp. If this is not possible for any reason, then please inform us via email before the day of the camp.

4. CHANGES TO YOUR BOOKING

- 4.1 Should the Customer wish to make any alteration to the booking then Big School Camp is to be promptly notified in writing by email. Big School Camp may accept such alteration (subject to any increase in the Booking Price, Administration charges and changes to the Payment Schedule to reflect the alteration) at its sole discretion.
- 4.2 All camps are subject to alteration due to weather and/or operational factors and without an alteration to the Booking Price.



- 4.3 While every effort is made to keep the camp outdoors, in extreme weather conditions Big School Camp may request access to indoor areas suitable for activities.
- 4.4 If extreme weather conditions force an evacuation overnight, the Customer is required to provide a suitable indoor space for accommodation such as a hall or gym.
- 4.5 Children are not to camp outside in the event of an electrical storm. All schools should have a contingency plan in place if the children were to be moved indoors in the case of an electrical storm or extreme weather conditions. Big School Camp staff can advise with this process but will not be responsible for the decisions made.
- 4.6 On occasions due to certain weather conditions Big School Camp may need to cancel having a fire, especially in strong winds. The Chief Instructor will attempt to alter the site of the fire in order for us to offer the experience, however, the safety of children is our utmost importance and winds can cause dangerous situations.

CHANGES TO GROUP SIZE

- 5.1 If there is a request to change the original group size number by the school, then this must be sent in writing via email to Big School Camp with the request clearly explained.
- 5.2 If the request is for a reduction in group size numbers, then the request must be made before the final balance is paid and must be at least 12 weeks before the camp takes place.
- 5.3 Big School Camp reserves the right to adjust the initial requested group size if the costs do not allow the camp to be financially viable.
- 5.4 Group sizes can be increased. An increase in number can be made up to two weeks before the camp takes place. This request must be sent in writing via email to Big School Camp with the requested number increase, a new invoice would then be sent for the extra students if they can be accommodated for.
- 5.5 Big School Camp does not run camps for less than 30 students unless agreed in advance with the school. 30 students is the minimum number of students for a camp.

6. CANCELLATION BY THE SCHOOL

- 6.1 If the School is required to cancel their booking due to exceptional circumstances, Big School Camp may choose to provide a partial or complete refund or credit at their sole discretion.
- 6.2 Big School Camp reserves the right not to make any refund if the circumstances are not exceptional.

7. CANCELLATION BY BIG SCHOOL CAMP

7.1 Big School Camp agrees that if we are unable to fulfil your agreed booking due to circumstances within our reasonable control, we will provide a full refund of any deposits and fees already paid by the School.



- 7.2 Big School Camp are entitled to cancel the contract without any liability in the event the booking price is not paid in accordance with the payment schedule. In this event Big School Camp is entitled to levy cancellation charges calculated from the date notice of cancellation is served to the School.
- 7.3 Big School Camp shall not be liable for any alteration, delay or cancellation to your booking due to any cause beyond our reasonable control. this includes but is not limited to: labour disputes, act of God, war, riot, terrorism, malicious damage, threats to safety, compliance with any law or governmental order, rule, regulation, or direction, accident, environmental contamination, outbreak of disease, fire, flood, storm, difficulty or increased expense in obtaining workmen, materials, goods or raw materials.
- 7.4 If Big School Camp has a sudden and unavoidable staffing issue due to injury or sickness, then the camp timetable will be adjusted to ensure that the camp can still run. Big School Camp may contact the school to ask if a suitable member of school staff can be made available to run an activity with guidance to help ensure the camp runs as planned.

8. BOOKING PRICE AND PAYMENT SCHEDULE

- 8.1 Big School Camp prices are set as low as possible to allow all children the opportunity to participate.
- 8.2 Minimum booking prices apply. These prices may vary.
- 8.3 Booking prices are subject to payment in advance as detailed below.
- 8.4 Unless otherwise provided in these conditions or agreed in writing by email Big School Camp, deposits are non-refundable.
- 8.5 Payment Timescale: 50% Deposit due within 30 days of receiving deposit invoice sent via email attached with this Terms and Conditions document.
- 8.6 Final Payment is due three months prior to camp taking place, if this balance is not paid Big School Camp reserves the right to cancel the camp, whereby the 50% deposit would not be returned. However, we understand that payments can be delayed, so as long as we receive communications before the missed payment date about the delay in payment with a date the payment will be made, Big School Camp leeway may be granted.
- 8.7 Any increase in the cost to Big School Camp which is caused by action or inaction of the Customer may cause an increase in costs to the Customer and shall not entitle the Customer to cancel the contract other than as provided in relevant clauses of these conditions.
- 8.8 Late payments are payments which are received more than 30 days after the date the invoice is emailed and are subject to statutory interest rates (8% plus the Bank of England base rate) and reasonable administrative charges.
- 8.9 Big School Camp allows all teachers/adults to attend without charge. We provide tents for staff at no cost to the school.



8.10 Big School Camp has a Logistics charge for each camp. The charge is for miles travelled, transportation of equipment and staff. This is outlined in our pricing information.

9. CUSTOMER'S OBLIGATIONS

- 9.1 Big School Camp operates under an assumption that we can accommodate all special requirements that a group member may have, but participation in unmodified activities may require that group members be in good health and have a reasonable basic level of fitness.
- 9.2 The Customer must advise Big School Camp at the time of making any booking or as soon as the Customer becomes aware of any special needs or care requirements required for any or all group member and the Customer acknowledges that Big School Camp does not provide routine or special assistance to group members in respect of any such special needs or care requirements.
- 9.3 The Customer accepts responsibility for the general conduct and behaviour of the group members and school staff/volunteers throughout the booking. The Customer shall ensure that:
 - 9.3.1 Teachers and/or other adults accompanying the group agree to act 'in loco parentis' at all times.
 - 9.3.2 Teachers/Staff are responsible for student's behaviour at all times.
 - 9.3.3 The school's safeguarding policies are followed by all adults on site.
 - 9.3.4 All reasonable steps to prevent damage or loss to the property of Big School Camp items leased by Big School Camp, or personal property of Big School Camp staff are taken care of.
 - 9.3.5 Suitable arrangements are made for the exclusion of any group member or adult who fails to comply with the terms and conditions or reasonable instructions.
 - 9.3.6 Big School Camp is reimbursed in full on or before the final day of the booking in respect of all loss or damage caused or contributed to by any group member.
 - 9.3.7 All appropriate measures are taken for the protection and security of any valuable baggage or other personal possessions responsibility for which shall remain with the Customer and the group members.
 - 9.3.8 All visitors or guests strictly observe all requirements listed in this agreement. Any non-school staff are the sole responsibility of the school. Big School Camp can take no responsibilities or any other members of staff or adults other than their own staff.
- 9.4 The Customer shall ensure sole use of a suitable area for the booked camping and activities and that the area has been risk assessed, is deemed fit in terms of health & safety as is fit for the purpose of hosting a camp or overnight camp.



9.5 The operation of the camp is subject to statutory controls including those relating to fire, licensing, entertainment and safety of equipment and the Customer shall ensure that all group members follow these controls.

10. LIABILITY

- 10.1 Any liability of Big School Camp (except in respect of death or personal injury caused by Big School Camp negligence or that of its staff or agents which is not limited or excluded by these conditions) for any delay in performing or any failure to perform any of Big School Camp obligations in relation to the booking shall be limited to the excess (if any) of the cost to the Customer in the cheapest available market of similar services to replace those not performed over the booking price.
- 10.2 In these conditions, all warranties, conditions or other terms implied by statute or common law are extended to the fullest extent permitted by Law.
- 10.3 The Customer is responsible for ensuring that they have an appropriate HSE and Safeguarding Risk Assessment that examines physical risks to adults, children and Big School Camp staff using their grounds and facilities, including those provided or maintained by third parties, for activities and camping.
- 10.4 Big School Camp maintains and makes publicly available up-to-date Risk Assessments, Safeguarding and Policies for all activities and camping.
- 10.5 The Customer is responsible for any loss, damages, costs, liability, or injury to Big School Camp, its staff, guests, visitors, or agents brought about by circumstances under the reasonable control of the Customer.
- 10.6 Big School Camp can take no responsibility for the loss, damage, or theft of any valuables from the school premises. We advise that no valuable items are brought on to the site.

11. INSURANCE

- 11.1. Big School Camp has Public Liability insurance with indemnity to the value of £10,000,000.
- 11.2 These insurance documents will be sent to the school when the booking is confirmed.
- 11.3 Personal Party Member Insurance cover is not included in the Booking Price.

SPECIAL REQUESTS

12.1. All special requests should be made at the earliest opportunity, normally at the initial enquiry stage, in writing by email. Big School Camp will always try to meet all reasonable requirements wherever possible but failure to do so is not a breach of contract.



13. WHAT SCHOOLS ARE REQUIRED TO HAVE

- 13.1 In order for first aid trained school staff to meet first aid ratio numbers, we recommend that at least one adult is trained in first aid.
- 13.2 The level of first aid provision for each school must be decided on the specific requirements of the school. There is no fixed level, but each school needs to assess what equipment, facilities and personnel are appropriate.
- 13.3 The recommended staff to student ratio during the day is 1:20.
- 13.4 School staff are responsible for the behaviour & wellbeing of their children at all times.
- 13.5 We recommended a ratio of 1:8 (staff/students) for school staff staying overnight. This is guidance, not law.
- 13.6 The school is responsible for fire safety and evacuation plans specific to the camp.
- 13.7 The school is responsible for the provision of drinking water.
- 13.8 The school is responsible for a planned back-up in the event of a lightning storm or extreme weather i.e. students sleep in a hall.
- 13.9 The school is responsible for the provision of toilets for students & staff.
- 13.10 If schools wish to have a fire in the evening, the school will need to provide the firewood. The school will be responsible for the fire and the wellbeing of all who are in attendance.
- 13.11 If schools would like Big School Camp to make the children an evening hot chocolate around the fire, then the school needs to provide the cups for the children. Big School Camp will provide the hot chocolate and the staff to make the drinks.
- 13.12 Marshmallows: Schools and children often want to toast marshmallows on camp. With large groups Big School Camp does not offer this as a service, however, Big School Camp will provide advice to the school via our Chief Instructor to maintain elements of safety, should the school decide to have marshmallows. Please note that Big School Camp cannot be held responsible for any activities related to toasting of marshmallows and therefore if burns or any incidents occur, it is the Schools responsibility. If a school is planning to toast Marshmallows, Big School Camp advises that this is risk assessed by the school prior to the camp.

WHAT BIG SCHOOL CAMP PROVIDES

- 14.1 All risk assessments for every activity taking place. This includes an overall camp risk assessment.
- 14.2 Support materials for schools, such as letter templates.



- 14.5 All equipment & Big School Camp staff for all activities.
- 14.6 A full timetable plan sent in advance of the camp.
- 14.7 All tents for students and staff. One tent per staff member. All our tents are 4-man tents. We do not allow any more than 4 students per tent.
- 14.8 Provision of a fire pit if the school wishes, with responsibility for the fire being managed & put out. However, the evening fire is the school's responsibility.

WHAT BIG SCHOOL CAMP DOES NOT PROVIDE

- 15.1 Any bedding, roll mats or materials for students to use other than the activity equipment & tent.
- 15.2 Any toilets / washing facilities.
- 15.3 Security (we can advise on this as a guide three security guards overnight is approx. £1,000).

BIG SCHOOL CAMP REQUIRES

- 16.1 Access to the site the day before or early in the morning of the camp.
- 16.2 A contact number for the site manager to support our arrival.
- 16.3 A safe area for our staff to camp at the school grounds.
- 16.4 Space to park staff vehicles on the site.
- 16.5 Access to power if the school is booking catering.
- 16.6 Access for our staff to use facilities including toilets, kitchen for use of kettle and cooker if possible.
- 16.7 If the school is providing food for their children & staff, we kindly ask if the school is able to provide food for our staff at mealtimes to support with the swift set up and start of the next activity. If this is not possible, then we ask the school to inform us at least two weeks prior to the camp taking place, so we can make alternative food arrangements for our staff.

17. SCHOOL RESPONSIBILITIES IN PLANNING A CAMP

- 17.1 Inform LEA of dates of camp and activities that will be taking place at the earliest opportunity.
- 17.2 Complete an Evolve form.
- 17.3 We advise that it's good practice to inform residents who live by the school of the camp taking place.
- 17.4 Send all information to parents/carers. Big School Camp provides letter templates.
- 17.5 Parental consent must be given for students to stay past the end of the school day.
- 17.6 Emergency contact details for every child required for school staff.
- 17.7 Medical details for every child required for school staff.



- 17.8 Systems in place for the registration of students throughout the day & night.
- 17.9 The staffing plan for overnight and a plan for how students visit the toilet during the night.
- 17.10 School Risk Assessment for the Day & Overnight camps.

18. GENERAL

- 18.1 The contract shall be governed by the laws of England and subject to the jurisdiction of the English courts.
- 18.3 In the event that a clause of this document is held by the courts to be invalid, illegal, or unenforceable for any reason, then the remainder of this document shall be enforced.
- 18.3 Big School Camp may perform any of its obligations or exercise any of its rights by itself or through its employee's agents or subcontractors.
- 18.4 All communications should be made through our company email hello@bigschoolcamp.co.uk
- 18.5 When a camp is in progress our onsite, the 'Chief Instructor' is in full control and can make any decisions required with the full authority of Big School Camp.
- 18.6 Registration of children: the School is responsible at all times for the registration of their students & staff.
- 18.7 The school must make Big School Camp aware of the evacuation meeting point so that in the event of an evacuation of the site, Big School Camp staff are fully aware of the school's emergency procedure. This plan should either be emailed to Big School Camp or handed to our Chief Instructor on arrival to the school grounds.
- 18.8 If an evacuation/emergency should happen during a camp, then the school's staff are fully responsible for the management of the evacuation/emergency. School staff should lead Big School Camp Staff to the safe evacuation meeting point. The school is responsible for the registration and welfare of all their students and staff during an evacuation or emergency. Big School Camp staff cannot be used during an evacuation/emergency. The Big School Camp Chief Instructor is responsible only for the registration and welfare of the Big School Camp staff.

19. MFDICAL

- 19.1 The school is responsible for the medical needs of all its students & staff.
- 19.2 The school must provide the recommended ratio of first aid qualified staff for the day and overnight.
- 19.3 The school should have a full paper medical file present at the camp information point so that all school staff are aware of all students' medical information at all times.
- 19.4 These medical papers are not to be shared with Big School Camp and are not required to be sent or shared with Big School Camp.



- 19.5 No personal information/data of any child should ever be sent to Big School Camp at any time for any reason.
- 19.6 The School is fully responsible for the storage and administering of any medicine.
- 19.7 The majority of Big School Staff are First Aid Qualified, however, the school must provide the minimum number of first aid qualified staff required for the number of students.

20. FACILITIES

20.1 Big School Camp does not provide toilets or showers; we work with the school to ensure the school facilities are built into the camp plan. The school must take full responsibility for the cleaning, staffing and maintenance of these facilities.

21. CATERING

- 21.1 If the school is providing food for their children & staff we kindly ask if the school can provide food for our staff at mealtimes to support with the swift set up and start of the next activity. If this is not possible then please can the school inform us at least two weeks prior to the camp taking place so we can make alternative food arrangements.
- 21.2 If a school is using Big School Camp's local catering team, please be aware that this is a separate limited company that provides their own staff. They are subcontracted through Big School Camp as an external provider, are fully licensed and have all the relevant paperwork, hygiene certification and public liability insurance. The school will communicate with the catering team directly through their company email.
- 21.3 In the event that our catering team is unable to attend at short notice for any reason, Big School Camp will ensure that food of the same value and quality will be provided as best as possible within the time scale.
- 21.4 The school is responsible for the dietary and allergy requirements of all students and staff.
- 21.5 Big School Camp does not provide food or drink for camps and the package prices do not include the provision of any food or drink.

22. MARKETING

- 22.1 Big School Camp may use your written feedback in promotional materials. If you do not wish to be quoted, please could you inform us on any written material you send us that you do not want used in any Marketing.
- 22.2 We acknowledge that schools will take and share their photos and videos of your special day. We kindly ask that the school shares these images and videos with Big School Camp and also shares them on Big School Camps social media platforms.
- 22.3 Big School Camp never takes or shares any unpublished images of children unless the school gives full consent.



- 22.4 Big School Camp will share and publish photos/videos from the school's social media accounts & website as these images are in the public domain.
- 22.5 After your camp with us we would kindly ask that a written email is sent to us with feedback from your school about your camp with us.

23. VAT

- 23.1 Big School Camp is VAT registered. If you have any questions regarding this, please email us.
- 23.2 The majority of the schools we work with can claim back VAT.

24. LOGISTICS CHARGE

24.1 This is a charge that covers the distance for haulage of equipment. The charge is worked out from our base in Horsham. A School further away from Horsham (RH12 4PZ) will incur a higher logistics charge added to the invoice than a school closer to Horsham. These charges are kept as low as possible. Big School Camp does not make any profit on the logistics charge, it is only to cover the costs of transportation of large equipment to & from the school. The total amount of logistic charge is calculated depending on what equipment & transportation is required, taking into account the distance to and from the school, and current costs of fuel.

COMPLAINTS

25.1 If you have a problem with any aspect of your Big School Camp, we want to be the first to hear. It is essential that you contact your 'Chief Instructor' as soon as possible so that we can try to rectify the situation at the time.

In the unlikely event of it not being resolved, please follow this up within 28 days of your camp by writing to the Customer Services Manager at hello@bigschoolcamp.co.uk

SUB-CONTRACTORS AND EXTERNAL SUPPLIERS

26.1. Where activities or equipment are provided by a subcontractor or external supplier, the Customer agrees to provide all required information no less than 60 days before the first day of the booking.

27. STAFF RECRUITMENT

27.1 All Big School Camp Staff who are recruited go through a recruitment process. This includes submitting a CV followed by a video or phone call meeting with a director. All staff must pass a trial camp where they are observed by the Chief Instructor. If successful, each staff member signs an agreement declaring that they have read, understood, and will follow the Big School Camp Staffing Manual. Staff also confirm that they have read, understood,



and will follow our Safeguarding & Child Protection Policy that we review each year and update staff on in training sessions.

Big School Camp undertakes relevant checks for all our staff who work with children on all our camps. The following checks have been carried out on all staff:

- Enhanced DBS check with Children's Barred List
- References
- Identity check
- All staff must attend online training at different points throughout the year.
- The majority of our staff are first aid qualified; all Chief Instructors are First Aid Qualified
- All our staff carry photo identification with them at all camps

Safeguarding is a vitally important element of the Big School Camp vision and ethos.

28. COMPANY INFORMATION

Company Name: Big School Camp Ltd

Address: 61 Vale Avenue, Brighton, BN1 8UB

Email address: hello@bigschoolcamp.co.uk

Contact Details: 07487 829 963

Directors: Tom Lowrie & Gary Marlow

Company #: 12084142 VAT # : 424 8662 80

Provision Location: Across the UK mainland with a focus on the South East

We always take on board feedback from schools as we are always keen to develop and we have a clear whistleblowing process that all staff are aware of.

If you have any questions about any of Big School Camp's Terms and Conditions, please email us.