

## Railway Land Wildlife Trust

### Holiday Clubs – Terms and Conditions

#### Registration:

When booking online parents/carers are asked to complete a brief registration form. It is your responsibility to ensure we have the correct contact details and any medical information concerning your child. Your child must be at least 6 years old by the first day that they attend.

#### Bookings:

Friends of the Railway Land will receive priority booking and dates will be released to them up to two weeks in advance. All other bookings are accepted on a first come, first served basis. Please be aware your child's place will not be confirmed until full payment has been received.

Bookings can be made online at [railwaylandproject.org/holiday-club](http://railwaylandproject.org/holiday-club)

#### Payments:

All Holiday Clubs must be paid for in advance. Your child's place will not be guaranteed until payment has been received in full.

#### Cancellations and Refunds:

**Cancellations and date re-arrangements are subject to a £10 admin charge per change and / or cancellation.**

Bookings may be cancelled or re-arranged (subject to availability) up to 4 weeks before the date of the booking for a full refund, minus the admin charge.

Between four weeks and two weeks before the date of the booking, cancellations will not be refunded but a credit note will be issued that is valid until the end of the following year's summer holiday club sessions.

7 days prior to the booking no refunds or credit notes will be given.

If your child is sick and does not attend, you will still need to pay for the session.

RLWT holiday clubs run whatever the weather - in the event of extreme or dangerous weather conditions sessions will take place within the Linklater Pavilion.

#### **LATE COLLECTION:**

Please ensure you arrive to collect your child promptly. If you are running late, please contact us as soon as possible so that arrangements can be made for staff to stay on site with your child. A late collection fee of £5.00 per half hour will be charged.

#### Lost Property:

RLWT does not accept any responsibility for children's lost property. All lost property will be kept for two weeks following clubs and then donated to charity. Please contact [admin@railwaylandproject.org](mailto:admin@railwaylandproject.org) as soon as possible if your child has lost something at one of our clubs.

## Complaints Procedure:

This procedure is designed to make sure your complaint is dealt with efficiently, fairly and effectively.

In the first instance, if you are unhappy about any aspect of your experience at the Linklater Pavilion or of the Trust, please approach a Trust member of staff or volunteer. This person will try, where possible, to resolve your complaint immediately.

If your complaint cannot be resolved on the spot they will pass it on to an appointed Trustee.

This note sets out the procedure which the appointed person will follow in dealing with your complaint.

1. Where your complaint is initially made orally, you will be requested to send a written summary of your complaint to the appointed person.
2. Once they have received your written summary of the complaint, they will contact you in writing within fourteen days to inform you of their understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this and to confirm there is a clear understanding of the issues.
3. The appointed person will carry out a full investigation and within fourteen days of receipt of your written summary, write to you with the outcome. They will make every effort to address all the issues raised and let you know what actions have been or will be taken.

If you remain dissatisfied with any aspect of our handling of your complaint, then you should contact the Chair of the Trustees who will make an independent assessment of your concerns and how they have been dealt with.

Thereafter if matters are still not satisfactorily dealt with you should contact the Charities Commission.

### **Post**

Charity Commission Direct  
PO Box 1227  
Liverpool  
L69 3UG

### **Email**

[enquiries@charitycommission.gsi.gov.uk](mailto:enquiries@charitycommission.gsi.gov.uk)

