



School Group & Accommodation Terms and Conditions

Responsible:	Admin Team
Date Reviewed:	January 2025
Review Period:	Annually
Approval Authority:	Director
External Release:	Yes

School Group Bookings

The details of your booking are outlined in your Group confirmation letter.
Your reservation is subject to the terms and conditions detailed below.

Accuracy of Details

We accept bookings on the understanding that the schools provide us with accurate details. At any time during the programme, we may request to see official documentation (eg. a passport) to confirm a child's age and identity. If proof cannot be provided, or if we discover that significantly inaccurate details have been provided then we reserve the right to remove the child from the course without refund of fees.

The deposit

For all groups we request a non-refundable deposit of GBP 100 per person to secure the booking. This must be paid within 10 days of making the booking: if not, the place will automatically become available to other groups.

The balance

The balance of fees is payable 4 weeks prior to the group arriving. If a booking is made less than 4 weeks before attending, the deposit and balance will be payable within 10 days. If any fees remain unpaid 14 days or more after the payment date on the invoice the place will be cancelled.

Cancellation & withdrawal by client

There will be no refund of fees if a booking is cancelled within 4 weeks of arrival or if a student fails to attend a course. If we receive notice of cancellation in writing more than 4 weeks prior to the course start date, then we will refund some or all your payment providing we can fill the place. Depending on the reason for cancellation you may be able to reclaim some or all your losses from your insurers.

Cancellation & withdrawal by client

If we need to modify or cancel your reservation, we reserve the right to do so. You will have the following options: a) accept the revised arrangements as communicated, b) coordinate alternative arrangements with us, or c) cancel your reservation and receive a full refund of all amounts paid related to this reservation.

Additionally, we retain the right to terminate your stay, or that of any accompanying party member, due to misconduct if deemed justified in our reasonable opinion. In such instances, no refunds will be issued. Furthermore, we are not obligated to provide compensation or cover any costs you may incur because of the termination of your stay.

Exclusion

We reserve the right to expel a student at any time, without a refund of fees, should we determine that such action is in the student's best interest or if the child's behaviour is deemed detrimental to the overall welfare of others. Reasons for exclusion may include - but are not necessarily limited to - bad behaviour; self-harming; the consumption of alcohol or illegal drugs; smoking at school; bullying.

Changes to the programme

Programme details are published in good faith. We reserve the right to make changes to any aspect of the course if necessary, including activity programmes and airport transfers.

Insurance

Travel and medical insurance are NOT included in the course fee. All students attending our camps MUST book their own comprehensive travel and medical insurance. Students will not be allowed on the programme without the relevant travel insurance in place. We recommend Guard.me. for comprehensive international student travel insurance. <https://guardme.eu>.

Rooms

If you have any specific requirements, particularly regarding mobility or special en-suite facilities, please communicate these at the time of booking.

- Group leaders are responsible for reviewing the rooming lists and ensuring that accommodation arrangements are accurate at least four weeks prior to arrival. Failure to do so may result in our reserving the right to assign students to the most suitable available rooms.

Check-In & Departure

- Boarding houses are typically available from 2 PM on the day of arrival and must be vacated by 10 AM on the day of departure. If you require an earlier arrival or a later departure, you may leave your luggage at the main house reception with our camp staff.

Group leaders must ensure that all passports or European ID cards are submitted to reception for copying. Additionally, they must provide a list of contact details for all students' parents or legal guardians.

Behaviour (Please also refer to the Junior Code of Conduct)

- Kingfisher Education Group reserves the right to cancel your booking due to misbehaviour or misconduct, in which case no refund will be issued.
- It is essential to respect fellow students in the boarding houses. Please refrain from making noise after 10:00 PM.
- For security purposes, only Kingfisher students are permitted to stay in the boarding houses. Unauthorized guests are prohibited, and failure to comply may result in expulsion from the camp without a refund.
- **No Smoking**

In accordance with legislation, all boarding houses are designated as entirely smoke-free environments. As such, smoking is prohibited in all areas of the campus.

Drugs and Alcohol

You must not use any illegal drugs including cannabis, ecstasy, LSD or amphetamines. If we find any evidence of drugs within your room, we reserve the right to inform the Police and Immigration officers, and you will be expelled from the Camp.

Kingfisher Education Group Policies

Prohibited Items

Alcohol is forbidden on the premises. Any alcohol discovered in your room will be confiscated. Kingfisher Education Group reserves the right to cancel your booking without a refund due to misconduct or misbehaviour.

Group Terms and Conditions

Food and Drink

The Camp menu features a variety of traditional home-cooked English and international dishes, with

at least one vegetarian option typically available. Please inform us of any special dietary requirements at the time of booking.

Meals are served during the following times, though these may vary without notice to accommodate specific group needs:

- **Breakfast:** 7:30 AM – 8:30 AM
- **Lunch:** 12:30 PM – 1:30 PM
- **Dinner:** 6:30 PM – 7:30 PM
(Weekend dinner: 6:30 PM – 7:30 PM)

We can often accommodate requests for earlier or later meals; please notify us as soon as possible if this is necessary. No allowances will be made for meals not taken.

Meals are typically served in the dining room.

Cleaning Service

The camp staff will provide weekly cleaning services. We reserve the right to determine if your room is ready for cleaning. Please ensure your room is tidy, with the floor and bed clear.

Laundry Service

Kingfisher Education Group cannot accept liability for any items damaged during the laundry service. Please ensure that you properly mix and separate your items. You may be entitled to one complimentary laundry service (please coordinate with your school group leader); any additional laundry will incur a fee of £30 per bag.

Security

The camp staff does not assume responsibility for the loss of money or valuables unless they are deposited at the main house reception or secured with the Director.

Complaints and Problems

Should you have any complaints regarding our services or encounter problems during your stay at the Camp, please inform the Director or Academic Director in writing immediately and always within 28 days of your departure.

Website and Pricing Details

Please note that the information and prices listed on the Kingfisher Education Group website may have changed by the time you book. Ensure that you verify all details of your chosen arrangements, including pricing, at the time of booking.

Data Protection

As you have made a confirmed booking with us, please be aware that we will retain your name and address in our records for administrative and accounting purposes.