

Urban Saints' Terms & Conditions

Urban Saints' Camps



Introduction

- The combination of travel services offered to you is a package within the meaning of the *Package Travel and Linked Travel Arrangements Regulations 2018*. Urban Saints will be fully responsible for the proper performance of the package as a whole.
- Additionally, as required by law, Urban Saints has protection in place to refund your payments in the event that it becomes insolvent. More information on key rights under the *Package Travel and Linked Travel Arrangements Regulations 2018* may be found here: <https://www.legislation.gov.uk/ukdsi/2018/9780111168479/contents>
- By booking with Urban Saints you need to be aware that as soon as the request for a place has been acknowledged in writing, a contract exists between Urban Saints, Kestin House, 45 Crescent Road, Luton, LU2 0AH and the parent or guardian of the young person wishing to attend the holiday, should he/she be under 18 on the day the application is accepted.

Language and Accessibility

- All activities will be carried out in English, apart from Welsh speaking camps, where English and Welsh will be used as appropriate.
- We endeavour to make our Camps as accessible as possible. However, given the nature of certain sites, access for people with additional needs may be limited. Please contact the Camp's Main Leader for more information.

How do I book?

- Complete all sections of the Application Form (which may be available online or as a printed form to be returned as directed). The completed application must be accompanied by a non-returnable deposit (if available) or the full fees. You will receive a booking confirmation regarding your booking once it has been processed. The balance of the fees is due eight weeks before the start of the Camp. You will not receive a reminder of the balance due. If payment is not received by this date, we reserve the right to advise you of cancellation of your booking and the loss of your deposit. If you book within eight weeks of the start of a Camp, full fees are due with the application. Camp places are limited so please book early.
- I understand that on joining the Camp my child will become a member of Urban Saints, giving them full and unrestricted access to all the services that Urban Saints offers.
- If you have any questions regarding your booking, please contact Urban Saints by email at camps@urbansaints.org, or by phone on 01582 589850.

What about price increases?

- If the price of your Camp is liable to a surcharge as a result of currency fluctuations, or an increase in transportation costs, we will bear any cost increases up to 2% of the camp fee. However, we reserve the right to impose a surcharge if our costs increase by more than 2%.
- If any surcharge equates to more than 10% of the Camp price, you will be entitled to cancel, with a full refund of all money paid. Should you decide to cancel because of this, you must exercise your right to do so within 14 days from the issue date of the printed notification.
- We will not increase any fees within 30 days of the start of the Camp.

What if the Camp is cancelled by Urban Saints?

- Urban Saints Camps reserves the right to alter or cancel any activities, accommodation, travel or other arrangements if unforeseen circumstances arise.
- We will only cancel a Camp if the minimum number of bookings required for the Camp to take place has not been received eight weeks before it starts, or if unforeseen circumstances arise outside our control. In such an event we guarantee to refund any fees in the following manner:
 - if the Camp has not started, fees will be refunded in full or, if an alternative holiday is chosen, any difference will be refunded;
 - If part of the Camp has taken place, then a proportion of the fees appropriate to the circumstances will be refunded.

What if I should cancel?

- Where Camps have their own cancellation policies these are clearly stated on their webpages and/or booking forms. Otherwise the standard Urban Saints cancellation policy applies, as detailed below.

- If you decide to cancel your application, you must inform Urban Saints Support Centre in writing at the address given in the footer, or by email at camps@urbansaints.org.
- Notification of cancellation will only be effective from the date it is actually received in writing. If more than 56 days' notice (eight weeks) prior to commencement of the holiday is given, only the deposit is forfeited. If your cancellation is received less than 56 days prior to the commencement of the holiday, the following charges will be made:

Period of notice given before event start date:	Cancellation/amendment Fee:
30 – 56 days	50%
7 – 29 days	75%
0 – 6 days	100%

What about the impact of Covid?

Please see our 'Frequently Asked Questions' (FAQs) for details on how cancellations, refunds and other operational matters relating to the pandemic will be handled. These can be found at urbansaints.org/covid-camps-parents.

What about insurance?

You are strongly advised to take out cover against cancellation, personal accident and theft. Personal property is the young people's responsibility at all times, unless any loss or damage is due to our negligence or failure to carry out our responsibilities. Urban Saints is insured for public liability up to £10m.

Bad behaviour

It is expected that all participants at an Urban Saints' Camp will behave reasonably. Anyone who grossly or repeatedly misbehaves will be sent home. Collection from the Camp will be the responsibility, and at the expense, of the parent/guardian. Parents will be required to pay for deliberate damage caused by their children.

Smoking, alcohol and illegal substances

Smoking and alcohol are NOT permitted on Urban Saints' Camps. In the unlikely event of anyone being caught in possession of controlled drugs, they will automatically be referred to the Police.

Can I transfer my place to someone else if I can't attend?

Yes, you can but you must let us know. Changes may be subject to a £5 charge.

Refund Policy (as required by legislation)

1. The Purchaser may terminate the contract without paying any termination fee and get a full refund of any payments made if any of the essential elements of the package, other than the price, are changed significantly. If, before the start of the package, the trader responsible for the package cancels the package, travellers are entitled to a refund and compensation where appropriate.
2. The Purchaser may terminate the contract without paying any termination fee before the start of the package in the event of exceptional circumstances, e.g. if there are serious security problems at the destination which are likely to affect the package.
3. Additionally, the purchaser may at any time before the start of the package terminate the contract in return for an appropriate and justifiable termination fee.
4. If, after the start of the package, significant elements of the package cannot be provided as agreed, suitable alternative arrangements will have to be offered to the traveller at no extra cost. The purchaser may terminate the contract without paying any termination fee where services are not performed in accordance with the contract which substantially affects the performance of the package and Urban Saints fails to remedy the problem.
5. Urban Saints will endeavour to provide assistance if the attendee is in difficulty due to cancellation of the package.
6. If Urban Saints or the retailer becomes insolvent, payments will be refunded. If Urban Saints or, where applicable, the retailer becomes insolvent after the start of the package and if transport is included in the package, repatriation of the travellers is secured.