

## TERMS AND CONDITIONS

### WRFC Trading Ltd

- ✓ By completing the booking process, and making payment, **you** (person making the booking) agree to the following terms and conditions. On completing the process you will receive a confirmation e-mail which act as the contract between Worcester Warriors (**us/club**) and yourself (**participant**).
- ✓ By placing your order, either on the website or via telephone, you confirm that:
  - All participants are reasonably fit and healthy, capable of participating on the camp and that you have fully disclosed details of any relevant information on the child information form.
  - All participants are aged (on the date of the camp) between 6-16, or 10-16 for the residential camp.
  - In case of an emergency you, or a suitable adult, are able to be contacted and in a position to assist the coaches in dealing with the emergency.
- ✓ The contract is only applicable to those camps included in the booking form and referenced by the booking number.
- ✓ By making the booking, you acknowledge, and agree, that the club is not responsible for any:
  - Loss or damage of personal belongings;
  - Injuries of any nature that your child may suffer;
- ✓ All coaches on the camp will have appropriate RFU accredited coaching qualifications and have a current DBS check.
- ✓ All activities are designed using the RFU age grade regulations which set out what is deemed appropriate for specific age groups. Some activities may include skills that aren't allowed in certain age groups but these may be covered, where deemed suitable, for skill development purposes and to enhance the enjoyment on the camp. No activity that isn't allowed, for safety reasons, in the age grade regulations will be conducted during the camp.
- ✓ All camps are designed to be enjoyed by every participant. We expect the highest standards of behaviour and conduct on all of our camps. We reserve the right to remove or refuse admittance to a participant should we deem it necessary to do so. This includes, but isn't restricted to the participant:
  - Not complying with safety rules for moving around the venue and during activities;
  - Being disruptive;
  - Behaving in a way that is deemed inappropriate and/or affects the enjoyment for other participants.
- ✓ In the event of any occurrence of the above, the lead coach will deal with the situation appropriately, which may include contacting the Camp Co-Ordinator and/or parents, and this may include, but isn't restricted to, speaking with the person concerned to give a warning, exclusion for part of an activity and removal from the camp. We would hope that parents/guardians will reinforce this to your children.
- ✓ We reserve the right to remove any participant who behaves in a way we determine is unacceptable or inappropriate from any camp. We shall not be liable for the consequences of any inappropriate behaviour or the loss of any fees should a participant be removed from the camp.
- ✓ Cancellations made within 7 days of booking will be entitled to a full refund.
- ✓ Cancellations made after this, date and up to 6 weeks prior to the camp, will receive a 75% refund.
- ✓ Cancellations made between 6 and 4 weeks prior to the camp will receive a 50% refund.
- ✓ Cancellations made within 4 weeks prior to the camp will not receive a refund.
- ✓ You agree to waive your statutory right of cancellation should you make a booking within 7 days of the camp starting. This is because you agree to the Course starting before the end of the usual cancellation period provided by law and therefore your cancellation rights end when the Course begins.
- ✓ On occasions where the club have to make adjustments to a camp due to venue/facility issues, adverse weather conditions or other unforeseen circumstances, you will be notified by e-mail/telephone as soon as possible.
- ✓ We reserve the right to cancel courses due to the above or low attendance. In such circumstances you will be offered the chance to transfer your booking onto another camp (excluding the residential camp) or receive a full refund.
- ✓ Our coaches, and external agencies, may take photographs and videos on the camp for marketing and promotional uses. By accepting these terms and conditions you agree to allow these photographs to be taken, and used, for such purposes on our website and social media channels. If you have any concerns please ensure you have opted out when completing the child information form and also contact the Community Department.
- ✓ On attending the camp, all participants should:

- Be dressed appropriately for the activities involved during the camp (details of what is advised can be found on the Community page of the website);
- Be reasonably fit and healthy and not suffering from any medical conditions which would make it more likely that they could be involved in any incident which could result in injury to themselves or others. If you are unsure, please contact us prior to your booking.
- ✓ No refunds will be payable by us in the event that any participant is not permitted to, or decides not to, undertake any part of the camp for the above reasons.
- ✓ In the unlikely event that any participant requires medical attention whilst on a camp, we will provide first aid and, if necessary, make every attempt to contact you.
- ✓ If it becomes necessary for any participants registered by you, or included in your booking, to receive emergency dental/medical treatment and you cannot be contacted on the provided emergency contact numbers, you give general consent to any emergency treatment to be provided and authorise a staff member to sign any documents required.
- ✓ In the unlikely event that you are unhappy with the camp in one way or another, please contact the Community Department by telephone, email or by post to Community Department, Sixways Stadium, Warriors Way, Worcester, WR3 8ZE within 14 days of the camp. We will aim to deal with your complaint within 7 days of its receipt to allow for any subsequent investigation.
- ✓ The price of any Courses will be as quoted on our site and in our Brochure from time to time, except in cases of obvious error.
- ✓ Prices are liable to change at any time, but changes will not affect Courses in respect of which we have already sent you a Booking Confirmation.
- ✓ Any offers or discounts to be applied to the booking will be applied at the time of the booking being made and cannot be added retrospectively. Offers and discounts can be withdrawn at any time by us, and without notification. Any changes will not affect courses in respect of which we have already sent you a booking confirmation. Only one offer can be applied per booking.
- ✓ Any booking made with a group/sibling discount or at an early bird price will be exempt from the cancellation/refund conditions stated above. These bookings will also be non-transferable and non-refundable, unless due to cancellation by us.
- ✓ Payment must be made in full prior to commencement of the course and activities by your child(ren). In the event of full payment not having been received we retain the right to refuse access to the course until full payment is made and confirmation of this payment is given to the relevant course staff by head office.
- ✓ When you cancel a camp booked with us within the seven day cooling off period, if the camp has not begun during the cooling off period, we will refund the price of the camp in full. If the camp has already begun and your child has attended any or part of it during the seven-day period, you will not be entitled to a refund for cancellation.
- ✓ If you cancel individual days which were booked as part of longer camp we will re-calculate the price of the remaining days based on the daily rate price and this will be taken into account when issuing any refund to you.
- ✓ By accepting these terms and conditions, you understand and agree that:
  - The activities of the Course(s) on which any Participant are enrolled involve **an inherent risk of injury**;
  - You are responsible for the Participant's safety and accept this inherent risk in order for your child to participate in the Course;
  - You will ensure that the Participant acts and behaves appropriately and complies at all times with our safety rules and procedures in order to minimise risk;
  - You will ensure that the Participant immediately ceases performance of the activities if you are concerned about the safety of the activities or the health of the Participant;
  - In the event of an accident or any damage, loss, injury or death, we will not be liable for any direct or indirect loss, damage or injury arising from or in connection with the activities undertaken on the Course (save for in the circumstances excluded under clause 17);
  - You accept that we will undertake all necessary risk assessments and deliver the Course(s) in as safe as possible a manner, but that this does not remove all risk of injury to the Participant;
  - You hereby waive all and any claims against us.