



## Young Peoples Charter and Terms and Conditions Important Information - Please read

1. Every activity will be safe, risk-assessed and run from an appropriate venue.
2. Staff members are trained and have been cleared to work with children and young people.
3. Leaders are insured and first aid is provided at each venue from qualified staff.
4. Booking is on a first come first served basis. Places are limited for quality assurance purposes and so activities quickly become booked up.
5. We reserve the right to exclude any child who repeatedly misbehaves or disrupts the quality of the session at the expense of others. However, our staff will make every effort to communicate issues and resolve these with parents and guardians in a positive manner wherever possible.
6. We are able to give details of local clubs and agencies to support children and further their enjoyment in a particular course or theme of activity.
7. For children's welfare we expect children to adhere to **ALL** health and safety guidance. Failure to do so may result in exclusion from future activity.
8. We do not take any responsibility for any personal belongings that may be damaged, stolen, lost or destroyed. We will Wherever possible we will hold any left clothing etc. for a period of no more than 7 days after an event. It will be the responsibility of the customer to come and claim any item lost. After this period any lost or left items may be disposed of.
9. Certain activities are provided through fund raising by local community groups and organisations, therefore places may be restricted to young people who live in specific areas of the borough.

## 10. Refunds and cancellation

We reserve the right to cancel a session or change any workshop due to weather conditions, lack of booking numbers, staff availability, or any other concerns we may have regarding the activity being staged

Refunds will only be offered in the following circumstances

If you cancel and receive confirmation **no less than 7 days prior of the actual date** of activity then a refund will be offered in full. This allows enough time to open up the place again for booking.

If you cancel and receive confirmation **no less than 4 days prior to the actual date** then a credit voucher to the value of the original booking/confirmation will be offered to be exchanged for future activity.

If you cancel any booking after this time **then no refund or credit will be offered** and you will lose the place. Failure to pay any fees regardless of attending or not without the sufficient prior notice above will result in the fee still being payable.

Although we reserve the right to cancel or make changes to any activity as stated above, wherever possible we will issue an alternative opportunity / credit voucher to the value of the cancelled activity. The credit voucher must be exchanged within 12 months of the original cancellation.

If we inform you of a full cancellation of activity with less than 24 hours' notice then a full refund will be given. If an activity is abandoned after starting due to severe weather no refund or credit voucher will be offered.

For pre bookable sessions where we have your contact details, we will aim to inform you at the earliest opportunity of cancellation. We cannot guarantee a minimum notice period of cancellation. We will not be able to inform you of cancellation on non- bookable activities.

We advise that:

- You check [chorley.gov.uk/getupandgo](http://chorley.gov.uk/getupandgo) and Twitter/ Facebook for up to date information.

- Young people come appropriately dressed as our activities are in a range of indoor and outdoor settings and that you contact us prior if you have any concerns.
- Young people bring caps and suntan lotion for outdoor activities and any appropriate wet weather clothing, plenty of fluid for more physical based activities and sufficient food/lunch for fuller day activity.
- You read all information relating to your chosen activity fully and if you have any queries you speak to a member of staff at the earliest opportunity.
- If you are unable to attend any session, you must contact 01257 515151 or email [contact@chorley.gov.uk](mailto:contact@chorley.gov.uk) . Many activities are in huge demand and you will have taken a place that could have been allocated to somebody else. Failure to attend and give prior notice may affect future bookings and any refunds as in point 10.
- Some activities are free of charge and pre-bookable and this will be clearly stated. You still need to inform us if you are not able to attend. Failure to do so may affect your ability to secure places on future activities.

If booking on a paid activity your place will not be fully confirmed until payment is received. If payment has not been received we have the right to cancel your place and offer it to somebody else.. Payment may be made at [chorley.gov.uk/getupandgo](http://chorley.gov.uk/getupandgo) or by telephone on 01257 515151 or in person at Union Street offices.

- Please keep a receipt or e-mail confirmation of payment in case proof of purchase needs to be presented at any activity.
- Attendance at chargeable activities will only be allowed where payment has been made in advance.