



Day Camps Terms & Conditions

Please take the time to read the following terms and conditions carefully. They are the basis for the contract between us.

1. Contract

Your booking is with PGL Adventure Camps Pty Ltd.

ACN 167 191 997.

The registered office is:

PGL Adventure Camps Pty Ltd, 1302 Trentham Road, Kyneton, VIC 3444.

A contract will exist between us when we have taken your booking and the required payment via the online portal. You will then automatically receive a confirmation detailing what has been booked. If you think anything is incorrect, please contact us straight away. All correspondence will be with the person named, who accepts the following conditions on behalf of all participants.

2. Cancelling Your Day Camp

If you find that you cannot attend your PGL day camp and have to cancel, for whatever reason, you may transfer your enrolment to another available day. If you cancel your day camp within a week of travel, you will be required to pay a fee, up to 100% of the total cost.

3. Our Responsibility

We will only accept responsibility for any personal illness, injury or death which results from the negligent acts or omissions of any servant or agent, or any supplier, working on our behalf in the provision of services or facilities to you and whilst acting within the scope of their employment.

We will also accept responsibility for those elements of the day camp arrangements which are under our direct control, and for the acts and/or omissions of our employees, agents, subcontractors and suppliers.

We cannot be held responsible for the loss of enjoyment or additional expenses due to circumstances amounting to force majeure, such as, but not limited to war, riot, civil commotion, act of God, Government action, epidemic, disease, natural disaster, industrial dispute or adverse weather conditions.

4. Your Responsibility

It is the responsibility of the parent/guardian to advise PGL of a child's special diet and swimming ability at the time of booking. All children participating in water sports must be able to meet PGL's swimming requirements as detailed in the booking process.

We are committed to making our day camps as accessible to as many guests as possible, however, we would ask you to fully advise PGL, when booking, of any illness, disabilities, social or behavioural problems that your child currently has, or has recently experienced, which might affect your child or other guests during the PGL day camp.

We may request written confirmation regarding the suitability of the day camp for your child and will treat any personal information sensitively and respect confidentiality.

We reserve the right to exclude any person before or after day camp commencement if important personal details have not been fully declared and/or his/her behaviour is incompatible with the general enjoyment and wellbeing of others. Collection would be entirely the responsibility and expense of the person acting 'in loco parentis' to whom any costs for damage and other expenses incurred would also be charged.

5. If We Are Forced To Make Changes

PGL will do its utmost to provide all of the arrangements that have been confirmed, but must reserve the right to alter or cancel any activities or other arrangements, if operational, weather or other conditions so dictate.

If we have to make a major change to your day camp, we will offer a suitable alternative if available, or 100% refund, if we are not able, in our opinion, to offer an alternative that is sufficiently comparable.

6. Complaints Procedure

If there is any problem with the day camp, we want to put this right for you as soon as possible. Please ask your child to mention any issues to their Group Leader straight away. Alternatively, we will be pleased to make a phone available so your child can speak with you if this is preferable and then we would ask you to make immediate contact with either the centre or Head Office. If we have been unable to find a solution, you have 28 days from the end of the day camp to write to us detailing your complaint.

7. Personal Property

Your child's personal property, including baggage, is their responsibility at all times, unless any loss or damage is due to our negligence or failure to carry out our responsibility. We would recommend your child does not bring valuables and mobile phones to camp.

8. Data Protection

The personal information requested is held on our computer system and is required to allow us to provide the promised day camp to our usual high standards. By providing us with the information required for booking, you are deemed to accept the above.

9. Photography

We regularly take photos and videos for promotional and training purposes; if you do not want your child to appear in these, please inform PGL staff on arrival at the centre.