

Terms & Conditions

Payment

A deposit is required when booking your provisional place. Details of the deposit and the date when balance of fees requires to be paid in full are given below:

- Weekends: £20 deposit; balance due three weeks before
- Snowsports Holiday and Sailing Holiday: £100 deposit; balance due six weeks before
- All other Holidays: £50 deposit; balance due six weeks before

Details of the amount payable and the due date will be sent with your Confirmation of Booking. Payment may be made by Maestro, Visa, Delta, Mastercard, cheque, postal order or cash. The online payment system allows you to make a payment whenever you wish and for whatever amount you wish. Payments made by credit card will incur a transaction charge of 3% of the value of the payment. Payments made by debit card will not incur a transaction charge. If cheques are returned to us by your bank, we may charge you an administration fee.

Cancellations

Should you wish to cancel a holiday, please contact us by email, phone or letter. Once the cancellation has been made, we will send a confirmation email to the email address you gave us when making the booking.

- If you cancel after the full payment is due you are liable for the full cost of the holiday.
- The deposit is non-refundable.

For information about cancellation insurance see item 14 below. If it becomes necessary for us to cancel an event, an alternative holiday will be offered, or the full amount paid will be refunded.

Making a Change

Should you require to change information which you have sent us as part of the booking process, please contact us by email, phone or letter. Once the change has been made, we will send a confirmation to the email address you gave us when making the booking.

Please Inform Us

In order to ensure that we have volunteer staff and facilities to meet your child's needs, you should inform us of any health issues, disability, social or behavioural issues which may affect your child while on holiday. Please complete the basic health details requested when making your booking. It is particularly helpful to know details of any allergies or special dietary requirements. We may contact you for more information. A more detailed Health Form will be sent before the holiday and must be completed and sent to the holiday with your child. Young people with special needs are welcome at SU Holidays. Please phone for advice and we will try to find a suitable holiday. If your child's first language is not English, please phone for advice.

Behaviour

We reserve the right to send home any child whose behaviour is compromising their own or others' safety, or adversely affecting the enjoyment and well-being of others. In these circumstances, we expect you to collect your child, however, if you are unable to you will be liable for any expenses incurred in returning your child home.

Parental Consent

It is understood that by making a booking you are giving permission for your child/ward to take part in the activities listed, as well as the general activities such as swimming, indoor and outdoor games, crafts and the Christian teaching which make up the programme at each holiday.

Understanding Activity Risks

Many of our holidays include activities that your child may not have participated in before. There will always be some real risks involved in these. We do all we can to reduce the risks whilst preserving the purpose and benefits of the activity. If you would like more information on the risks relating to a specific activity, please contact us.

Safety & Supervision

The safety and welfare of the young people come first, and we ensure high levels of adult supervision. We maintain a high ratio of adults to young people; some are SU Scotland employees, but most are volunteers who give their own time (and contribute to their own costs) in order to run SU Scotland events. Our volunteers are accredited via a careful vetting and selection process, which includes obtaining a PVG Scheme Record for all volunteers. Everyone is placed in a small group under the immediate care of an adult leader.

We are licensed by AALA to provide watersports, climbing and trekking. Activities such as swimming, canoeing, kayaking and other outdoor pursuits are always supervised by qualified instructors. We have many years of experience running residential events for young people in Scotland and work continuously to improve our events and ensure that we meet or exceed current legislation. All the minibuses we use have seat belts. SU events have an excellent safety record, which we strive to maintain.

Programme

While every endeavour will be made to implement the programme as published, we reserve the right to make alterations should circumstances make this necessary, for example, weather conditions.

Not all activities listed at each site will necessarily be available at all events. See the individual event information for the activities offered at each event.

Accompanied Travel to Holidays

Accompanied travel is arranged to most holidays. This is mainly by private coach or public transport. However, on some occasions, we will use minibuses or private cars. We always ensure an appropriate ratio of travel leaders to children to ensure your child's welfare right from the start of the holiday. Most of our holidays offer accompanied travel from more than one location.

We need to know your choice of travel option for the outward and return journey when you complete the booking, as it is important for us to plan well ahead to ensure your child's welfare. Eight weeks before the start of the holiday, or two weeks before the start of the weekend, we will send you Travel Instructions and remind you of your chosen arrangement. We will accept changes up to four weeks before the start of longer holidays and up to the Tuesday before the start of a weekend. After this time it will NOT be possible to join the accompanied travel. Any alteration to the travel arrangements to or from the holiday must be intimated to us. Please contact us by email, phone or letter. We will confirm this change to you by email.

Own Travel to Holidays

Parents may choose to make their own travel arrangements. Details of arrival and departure times will be sent 2 weeks prior to the start of weekends and 8 weeks prior to the start of all other holidays.

Please note that the Own Transport option usually involves collecting your child mid-afternoon on the day of departure for weekends and around 10am for our longer holidays.

Included in your Holiday

Accommodation, all food, activities, deposit (non-refundable) and travel costs to and from specified locations, unless otherwise stated. NOT INCLUDED are: activities and trips shown as Optional Extras, personal spending money, cancellation and personal accident insurance.

Optional Extras

Many longer holidays offer Optional Extras at an additional cost, usually in the range of £10 to £30, which is payable in cash at the holiday. A full holiday programme is provided even if you don't choose any of these extras. Details of how to select Optional Extras will be sent 6 weeks before the holiday. There will be a response date on the form – if you do not respond prior to this date, we cannot guarantee a space will be available for your child to take part in that activity.

Optional Extras are not offered at our weekend holidays.

Insurance

SU Holidays are covered by Public Liability Insurance. We strongly recommend that you take out insurance to cover belongings, personal accident or in case you need to cancel. We will send you details of a competitively priced policy with your Confirmation of Booking. Please note that to be covered for cancellation, you should take out insurance as soon as possible after your booking is confirmed.

Photographs & Filming

Sometimes photographs and films taken on SU Holidays are used in SU Scotland publicity materials, including our website. Anyone over 16 years of age has the right to decide for themselves if they want their photos to be taken and used. We will make this clear to all holiday participants and will respect their wishes. If you have an objection to photographs of your child under 16 years being used for such purposes, please tell us when making your booking. Photographs will not be made available to any other parties.

Complaints

If there is any problem during a holiday, we would like to know as soon as possible so that we can do our utmost to put it right. Please ask your child to mention it to the Team Leader (named on the website and printed publicity) in the first instance. If the problem is not dealt with to your satisfaction, please contact us either in writing or by phone as soon as possible. Scripture Union Scotland has a written complaints procedure that is available on request. We are always keen to find ways to make our holidays even better. Please let us know your comments.

Please note:

- We reserve the right to refuse any booking.
- Our normal method of communication will be by email. Please supply your email address on when making your booking.