

AOEC Holiday Programme – Terms and Conditions

To ensure a fun and safe experience for everyone involved in the AOEC. Holiday Programme, please read and follow the terms and conditions below:

Participant Requirements

- Please aim to arrive 10–15min before we start. If running late or unable to attend, contact your instructor as soon as possible.
- Footwear: Please ensure your child wears sturdy, closed-toe shoes. No jandals, sandals, or open-toe footwear allowed.
- Weather Preparedness: Most of our activities will be outside rain or shine - we have indoors alternate if the weather is unsafe. Please ensure your child is dressed appropriately for the weather, including a warm layer, hat/beanie and a rain jacket.
- Please pack a lunch, snacks and a water bottle for your child.
- Medical & Emotional Conditions: You must declare any medical, emotional, or behavioural conditions your child may have. This information helps us ensure their safety and wellbeing.

Code of Conduct & Safety

- Behaviour Policy: All participants are expected to follow instructions and treat instructors, peers, and equipment with respect. Repeated disruptive, unsafe, or disrespectful behaviour may result in removal from the programme without refund.
- Safety Compliance: For the health and safety of everyone involved, AOEC reserves the right to deny access to or remove any child who fails to follow safety instructions or comply with these terms and conditions. This is at the discretion of the lead instructor and AOEC management.

Booking & Payment

1. Confirmation & Invoicing: Once we receive your booking form (which confirms your acceptance of these terms), you will be issued an invoice. Full payment is due by the Friday prior to the event start date.
2. Minimum Numbers: If the minimum number of participants is not met, AOEC reserves the right to cancel the event. In this case, you will be notified as soon as possible.
3. No Refunds for Missed Sessions: No refunds will be given for missed sessions or cancellations made within 24hours of the scheduled start time .
4. Programme Changes: Occasionally, programme changes may occur due to weather, health and safety considerations. AOEC will provide reasonable notice of any such changes.
5. Weather Policy: Sessions will continue in light rain or wind if deemed safe by the lead instructor and AOEC management. In the event of severe weather, we will provide notice and arrange an alternative date.

Thank you for reading and accepting these terms. Confirmation of your booking implies agreement with these conditions.