



# Code of Conduct

## Confidentiality

We are committed to maintaining the highest degree of integrity in all our activity with potential, current and past clients, especially within the protection of all personal information received in the course of providing services via our Camps. We extend the same standards to all our stakeholders including partners.

## Ethics

We always conduct our own services honestly and honourably, and expect our clients and suppliers to do the same. Our camps take proper account of ethical considerations, together with the protection and enhancement of the moral position of our clients.

## Duty of care

Our actions and advice will always conform to relevant law, and we believe that all businesses and organisations, including this business, should avoid causing any adverse effect on the human rights of people in the organisations we deal with, the local and wider environments, and the well-being of society at large.

## Conflict of interest

Due to the sensitive nature of our particular services (mainly being child centred provision), we will not provide a service to a direct competitor

## Contracts

Our contract will usually be in the form of a booking form which will need to be completed and signed by a parent/guardian. The quality of our service and the value of our support provides the only true basis for continuity. We always try to meet our clients' expectations (both in the expectations of child and parent/guardian).

## Fees

Our fees are always competitive for what we provide, which is high quality, tailored, specialised service. Generally a reduction in price is only enabled by multiple bookings per family. That said, we always try to propose solutions which accommodate our clients' available budgets. Wherever possible we agree our fees and basis of charges clearly in advance, so that we and our clients can plan reliably for what lies ahead.

## Payment

We aim to be as flexible as possible in the way that our services are charged. We make no attempt to charge interest on late payments, so we expect payments to be made when agreed. Our terms are generally – in advance of start day of camp.

## Intellectual property and moral rights

We retain the moral rights in, and ownership of, all intellectual property that we create unless agreed otherwise in advance with our clients. In return we respect the moral and intellectual copyright vested in our clients' intellectual property.

## Quality assurance

We maintain the quality of what we do through constant ongoing review with our clients, of all aims, activities, outcomes and the cost-effectiveness of every activity. We encourage regular review meetings and provide regular progress reports (for internal purposes only).

## Professional conduct

We conduct all of our activities professionally and with integrity. We take great care to be completely objective in our judgement and any recommendations that we give, so that issues are never influenced by anything other than the best and proper interests of our clients.

## Equality and discrimination

We always strive to be fair and objective in our advice and actions, and we are never influenced in our decisions, actions or recommendations by issues of gender, race, creed, colour, age or personal disability.