

Vertical Horizon Adventure Centre

Camp Rolo

Holiday Camp Terms, Conditions and Risk Disclosure

Updated July 2025

To help us deliver our services effectively, we ask that you please take a moment to read the following terms, conditions, and risk disclosure carefully:

Payment of Fees

By enrolling in a **Camp Rolo** holiday camp, you accept that you are responsible for all fees payable in respect of the child in your care.

- Full Payment MUST be made at least **Ten (10)** days prior to camp commencing or your booking will be cancelled. **A minimum 50% deposit (\$85) is required at the time of booking to secure a place at Camp Rolo;** Full payment can also be made. **Until this minimum deposit is received no place is reserved.** If payment is not received by the due date, Vertical Horizon reserves the right to cancel your booking.
- There are no refunds for homesickness or if your child is removed due to unacceptable behaviour.
- Absences are charged at the booked rate.
- **Cancellations/Refunds:**
 - Your reservation must be cancelled on or before exactly **ten (10) days** prior to the camp commencing in order to receive a full refund.
 - Cancellations made less than **ten (10) days** before the start of camp will not receive a refund (Barring last minute sickness-medical certificate required)

Please understand that our camps fill up quickly. Last-minute cancellations keep other kids on our waiting list from enjoying our camps. Thank you for your understanding.

Activity Programme Risk Disclosure

Outdoor activities carry inherent risks. **Vertical Horizon Adventure Centre Camp Rolo** is committed to safety but cannot guarantee the complete elimination of risks.

Vertical Horizon Adventure Centre will take all reasonable practicable steps to ensure the health and safety of all clients. (Health and Safety at Work Act 2015, and the Health and Safety at work Regulations 2016). We acknowledge that many of our activities have inherent risk. These risks are managed by our staff through their training, experience, Standard Operating Procedures, Safety Management Systems and our Health and safety Policies and Procedures.

Safety briefings will occur prior to or during activities. Children must follow instructions. Failure to do so may result in removal from the activity or the programme.

We acknowledge that the key component of adventure is uncertainty because key information is missing, vague or unknown. Our staff constantly balances risk and competency of individuals and groups to ascertain whether the activity or experience is suitable. We acknowledge that risk plays an important part at our Centre, and we pride ourselves that our visitors go away having had a positive, memorable life changing growth experience. We are mindful that our duty of care is to keep our client's safe and to manage all risks to an acceptable level. Here lies the absolute necessity for all staff to be vigilant at all time, keeping the risk levels within the competency and psychological operational zones of the individual or group. All equipment is regularly checked, maintained, and stored as per manufactures specification and we are mindful of our responsibility to provide all participants with fully trained staff and operational equipment that meets industry best practice is paramount. We therefore endeavor to keep all participants on our programs safe and we acknowledge that from time to time our staff will have to modify an activity to suit the individual or group needs or if the risk levels are too great and the staff member is unable to manage these risks, the activity will cease. The fundamental aim of this statement is to disclose that RISK is evident in our activities and that we will endeavor to manage this risk so that all people using Vertical Horizon Adventure Centre has a wonderful time with us and a memorable experience.

By accepting these terms, you agree that your child may participate in activities including but not limited to:

Archery, Blind Trial, Climbing, Grass Karts, Go-Karts, High Ropes, Inflatable's, Kayaking, Mountain Orienteering, Rifles, Swimming, Waterslide, Wide-Games, Zipline,

Please contact us with any specific safety concerns.

We apply a **Challenge by Choice** philosophy—children are encouraged but not forced to participate.

We strive to supervise children at all times, though it is not always possible (e.g. hide-and-seek or orienteering). We balance supervision with fostering independence and self-reliance.

If your child damages equipment beyond normal use, you will be liable for replacement.

Children may be excluded from activities if taking medication that affects safety. Ensure your child has adequate English understanding—language barriers may affect safety participation.

General Information

- You consent for your child/children to travel by bus to the Stratford or New Plymouth aquatic centre
- Keep your Aimy Plus Parent Portal information current.
- Only Vertical Horizon staff have access to any information on Aimy.
- Contact us if your child has additional needs—we aim to be inclusive but cannot provide 1:1 care.
- Information provided via Aimy Plus is assumed accurate and up to date for each camp.
- Label belongings. Lost property is held for 1 week after Camp. We accept no responsibility for lost or misplaced items.
- Activities may change without notice due to unforeseen circumstances.

Do not bring the following – these will be confiscated if found:

- Cell phones
 - Money
 - Food
 - Cameras or electronics
 - Pets
 - Aerosol deodorant cans
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Child's Health

- Medically diagnosed conditions or dietary intolerances must be recorded on the child's Aimy Plus profile.
- All prescription medication must be labeled and handed to staff at the start of camp and medication register filled in and signed by parent/caregiver.
- Children with vomiting/diarrhea in the past **48 hours must stay home.**
- If your child becomes unwell, you or your emergency contact must collect them promptly.
- That all health history is correct, and the person herein described has permission to engage in all camp activities, except as noted.

Stay home if you feel unwell. If you have a fever, cough or difficulty breathing, seek medical attention and call in advance. Follow directions of your local health authority.

Accidents & Emergencies

We will contact you or your emergency contact in case of an accident or illness.

You agree that

- In the event I cannot be reached in an emergency, I hereby give my permission, to secure proper treatment or my child as deemed necessary.
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Sign In/Out

- Children must be signed in/out and the time of drop off and collection.
 - Please ensure you complete the Authorised/Unauthorized pickups section in Aimy Plus.
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Behaviour Management

My Child/ren understands and accepts the Camp Rolo Code of Conduct.

If my child puts themselves, others or facilities at risk of injury/damage, I give consent for Vertical Horizon staff to take appropriate action according to our code of practice.

I also accept responsibility for any financial cost incurred as a result of my child's actions.

If a child poses a risk to themselves, others, or property, we may require immediate collection and review future attendance.

Child Protection

If we have any concerns for a child's wellbeing, we are legally required to report it to Oranga Tamariki and/or NZ Police.

Vertical Horizon management reserves the right to refuse or exclude any individual or associated person prior to or during the delivery of Camp Rolo at the discretion of Vertical Horizon if, in the opinion of Vertical Horizon that the individual is incompatible with the general wellbeing and safe running of the services. No communication will be entered into.

Privacy and Liability

Your data is collected and stored in accordance with the Privacy Act 1993.

Liability:

To the extent permitted by law, **Vertical Horizon Adventure Centre Camp Rolo** is not liable for injury, loss, or damage resulting from participation in our programmes.

Our liability (if any) is limited to the value of fees paid within a 12-month period.

Parents are responsible for any malicious damage caused by their child.

These terms do not affect your rights under the Consumer Guarantees Act 1993 or the Fair Trading Act 1986.
