

# MCYC Booking Terms & Conditions

Amended May 2026

## Definitions

- **'You'** means the person making the booking.
- **'Us'** means the charity registered under the name 'THE TYN-Y-NANT CHRISTIAN CENTRE' (Charity No: 1102688), which also has the working names 'Merseyside Christian Youth Camps' ('MCYC') and 'Merseyside Assemblies Christian Youth Camps Trust'.
- **'Booking'** means a request to reserve a place at a particular MCYC-run camp.
- **'Camper'** is the person on whose behalf the booking is made.
- **'Camp'** means the means the particular week of accommodation and activities provided by MCYC in respect of which you make a booking.
- **'Deposit'** means the money you are required to pay at the time of booking.
- **'Service'** or 'services' means the camp organised by MCYC in respect of which a booking is made.
- **'Out of age place'** means a place booked for a camper who is outside of the normal age ranger for campers attending that particular MCYC camp.
- **'Trustees'** means the trustees of MCYC.
- **'Panel'** means the persons selected by the trustees to be responsible for checking bookings.
- **'Booking fee'** means the full price we charge you for the services.
- **'Contract'** means these terms and conditions.

## Where to find information about us and our services

You can find everything you need to know about us, Merseyside Christian Youth Camps, and our services on our website before you order / book. We also confirm the key information to you in writing after you order / book, either by email or on paper.

## When you buy from us you are agreeing that:

- We only accept orders / bookings when we've checked them.
- Sometimes we reject orders / bookings.
- We charge you a non-refundable deposit when you order.
- We charge you the remainder of the booking fee 28 days before you or the person for whom you are booking is due to attend camp.
- We charge interest on late payments.
- We pass on increases in VAT.
- We're not responsible for delays outside our control.
- You're responsible for making sure your reported requirements are accurate.
- We charge you if you don't give us information we need.
- If you booked online, or over the telephone, you have a legal right to change your mind.

- You have rights if there is something wrong with your service.
- We can change services and these terms.
- We can suspend supply (and you have rights if we do).
- We can end our contract with you.
- We don't compensate you for all losses caused by us or our services.
- We use your personal data as set out in our Privacy Notice.
- You have several options for resolving disputes with us.
- Other important terms apply to our contract.

**We only accept orders / bookings when we've checked them.**

We contact you to confirm we've received your order / booking and then we contact you again to confirm we've accepted it. This may be correspondence from MCYC as an organisation or communication from the admin team that we have appointed to run the camp you have booked for. For orders / bookings related to out of age places or where additional support and/or provision may be required, these orders / bookings will be reviewed by a panel and the decision shared with you as soon as possible.

**Sometimes we reject orders / bookings.**

Sometimes we reject orders / bookings, for example because you or the person you are booking for does not meet the requirements for attending the camp for which you are booking, or because the service was mispriced by us. When this happens, we let you know as soon as possible and refund any sums you have paid.

**We charge you a non-refundable deposit when you order / booking.**

This deposit is £20.

**We charge you the remainder of the booking fee 28 days before you or the person for whom you are booking is due to attend camp.**

The camper's place on the camp is not guaranteed until this has been fully paid by you. If you fail to make payment by this date, we are entitled to terminate our contract with you (see below).

**We charge interest on late payments.**

If we're unable to collect any payment you owe us, we charge interest on the overdue amount at the rate of 5% a year above the Bank of England base rate from time to time. This interest accrues on a daily basis from the due date until the date of actual payment of the overdue amount, whether before or after judgement. You pay us the interest together with any overdue amount.

**We pass on increases in VAT.**

If the rate of VAT changes between your order / booking date and the date we supply the service, we adjust the rate of VAT that you pay, unless you have already paid in full before the change in the rate of VAT takes effect.

**We're not responsible for delays outside our control.**

Our supply of services may be delayed or prevented by circumstances including (but not limited to) any or all of the following: acts of God, flood, drought, earthquake or other natural disaster, epidemic or pandemic, terrorist attack, civil war, civil commotion or riots, war, threat of or preparation for war, armed conflict, imposition of sanctions, embargo, or breaking off of diplomatic relations, nuclear, chemical or biological contamination or sonic boom, any law or any action taken by a government or public authority, collapse of buildings, fire, explosion or accident.

If our supply of your service is delayed or prevented by an event outside our control, we will contact you as soon as possible to let you know and do what we can to reduce any delay. As long as we do this, we won't compensate you for the delay, but if the delay is likely to be substantial, or if our supply of services is prevented, you can contact us to end the contract and receive a refund for any services you have paid for in advance, but not received.

**You're responsible for making sure your reported requirements are accurate.**

If we have asked you to specify any requirements in relation to our supply of services, it is your responsibility to ensure that you do provide your requirements and that they are correctly stated.

**We charge you if you don't give us information we need.**

We charge you additional sums if you don't give us information we've asked for where this involves us incurring extra costs. This includes information on any additional needs or special dietary requirements that a camper may have and/or any other information relevant to our care of a camper.

**If you booked online, or over the telephone, you have a legal right to change your mind.****Your legal right to change your mind.**

For most services bought online or over the telephone, you have 14 days after the date we confirm your order / booking to change your mind about a purchase, but you lose the right to cancel any service when it's been completed (and you must pay for any services provided up to the time you cancel).

**How to let us know and what happens next.**

If you change your mind contact us: by email at [theteam@mcyc.online](mailto:theteam@mcyc.online) or by post at Jireh Business Hub, Teehey Gardens, Bebington, Wirral CH63 2JH or cancel your application online through our booking system provided by Active Networks. We refund you as soon as

possible and within 14 days of you telling us you've changed your mind. We refund you by the method you used for payment. We don't charge a fee for the refund. Your initial deposit is not refunded.

### **You have rights if there is something wrong with your service.**

If you think there is something wrong with your service, you must contact us: by email at [complaints@mcyc.online](mailto:complaints@mcyc.online) or by post at Jireh Business Hub, Teehey Gardens, Bebington, Wirral CH63 2JH. Your legal rights are summarised below. These are subject to certain exceptions. For detailed information please visit the Citizens Advice website [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk). Remember too that You have several options for resolving disputes with us.

#### **Summary of your key legal rights**

If your product is **services**, the Consumer Rights Act 2015 says:

- You can ask us to repeat or fix a service if it's not carried out with reasonable care and skill, or get some money back if we can't fix it.
- If a price hasn't been agreed upfront, what you're asked to pay must be reasonable.
- If a time hasn't been agreed upfront, it must be carried out within a reasonable time.

### **We can change services and these terms**

#### **Changes we can always make.**

We can always change a service:

- to reflect changes in relevant laws and regulatory requirements; and
- to make minor technical adjustments and improvements, for example to address a security threat.

#### **Changes we can only make if we give you notice and an option to terminate.**

We can also make the following types of change to the service or these terms, but if we do so we'll notify you and you can then contact us: by email at [theteam@mcyc.online](mailto:theteam@mcyc.online) or by post at Jireh Business Hub, Teehey Gardens, Bebington, Wirral CH63 2JH, to end the contract before the change takes effect and receive a refund for any services you've paid for in advance, but not received:

1. Change the location of the camp.
2. Reduce the length of time for which the camp will be run.

### **We can suspend supply (and you have rights if we do)**

#### **We can suspend the supply of a service.**

We do this to:

- deal with technical problems or make minor technical changes;
- update the service to reflect changes in relevant laws and regulatory requirements; or
- make changes to the service (see [We can change services and these terms](#)).

**We let you know, may adjust the price and may allow you to terminate.**

We contact you in advance to tell you we're suspending supply, unless the problem is urgent or an emergency. If we suspend the service for longer than one day in any 7-day period we adjust the price so you don't pay for it while its suspended. If we suspend supply, or tell you we're going to suspend supply, for more than one day you can contact us: by email at [theteam@mcyc.online](mailto:theteam@mcyc.online) or by post at Jireh Business Hub, Teehey Gardens, Bebington, Wirral CH63 2JH to end the contract and we'll refund any sums you've paid in advance for services you won't receive.

**We can end our contract with you**

We can end our contract with you for a service and claim any compensation due to us if:

- you don't make any payment to us when it's due and you still don't make payment within 7 days of our reminding you that payment is due;
- you don't, within a reasonable time of us asking for it, provide us with information, cooperation or access that we need to provide the service, for example, details of any additional needs or dietary requirements a camper may have;
- we reasonably believe that the camper for whom you have booked a place pose a risk to other campers if they attended camp;
- the camper for whom you have booked a place has attended an MCYC camp previously and broke the Code of Conduct.

**We don't compensate you for all losses caused by us or our services**

We're responsible for losses you suffer caused by us breaking this contract unless the loss is: **Unexpected.** It was not obvious that it would happen and nothing you said to us before we accepted your order / booking meant we should have expected it (so, in the law, the loss was unforeseeable).

**Caused by a delaying event outside our control.** As long as we have taken the steps set out in the section We're not responsible for delays outside our control.

**Avoidable.** Something you could have avoided by taking reasonable action, including following our reasonable instructions for use.

**A business loss.** It relates to your use of a product for the purposes of your trade, business, craft or profession.

**We use your personal data as set out in our Privacy Notice**

How we use any personal data you give us is set out in our [Privacy Notice](#)

## **You have several options for resolving disputes with us**

**Complaints policy.** If you have a complaint you should contact us in the first instance. We will do our best to resolve your complaint. Please contact us here: by email at [complaints@mcyc.online](mailto:complaints@mcyc.online) or by post at Jireh Business Hub, Teehey Gardens, Bebington, Wirral CH63 2JH will do their best to resolve any problems you have with us or our services as per our Complaints policy which can be found on our web site

**You can go to court.** These terms are governed by English law and wherever you live you can bring claims against us in the English courts. If you live in Wales, Scotland or Northern Ireland, you can also bring claims against us in the courts of the country you live in. We can claim against you in the courts of the country you live in.

## **Other important terms apply to our contract**

**You can only transfer your contract with us to someone else if we agree to this.** We may not agree if this would require us to substantially alter the service we offer or accept a camper who poses a risk to other campers. We can require the new owner to prove you transferred the service to them, for example by providing us with your express written instruction.

**Nobody else has any rights under this contract.** This contract is between you and us. Nobody else can enforce it and neither of us will need to ask anybody else to sign-off on ending or changing it.

**If a court invalidates some of this contract, the rest of it will still apply.** If a court or other authority decides that some of these terms are unlawful, the rest will continue to apply.

**Even if we delay in enforcing this contract, we can still enforce it later.** We might not immediately chase you for not doing something (like paying) or for doing something you're not allowed to, but that doesn't mean we can't do it later.