

HOLIDAY CLUB

TERMS & CONDITIONS

Please note that programmes may change without notice and external visits/activities are dependent upon uptake of children attending and may be amended or cancelled if numbers are low. It is the responsibility of the parent/guardian to advise us when booking any disabilities/illnesses/social or behavioural problems that a child has, or has recently experienced, which might affect the child or other children in the setting. The children are expected to have regard for their own and others' safety and wellbeing, and respect their own and other people's property. Our staff expect to be treated with respect from parents and children and any verbal or physical abuse will not be tolerated.

1. Children will be placed wherever possible on the activity booked however RGS Holiday Club will offer an alternative course if this is not possible. Activities will only take place if there is sufficient demand, and minimum published attendance is achieved.

2. If, after booking, you wish to change any aspect of the booking, RGS Holiday Club will endeavour to accommodate such alteration. However, if this is not possible the original booking will apply. We require a minimum of 2 weeks' notice for any swapping of booked dates unless for extraordinary circumstances.

3. Bookings will be taken on a first-come, first-served basis and bookings for any day that reached the agreed attendance limit will not be permitted.

4. Places may be cancelled up to 14 days prior to the booked date with a 50% refund. No refunds will be given if cancelled within 14 days of the booked date. If payments are made with childcare vouchers, we are unable to refund these, however a credit will be awarded to your account for future bookings.

5. Any credit awarded will need to be redeemed by the end of the next Holiday Club period. After this, any credit left will expire and will be unavailable to use.

6. If using Childcare Vouchers or the Tax-Free Childcare Scheme confirmation of payment must be sent prior to your first booked date. If these payments are not made RGS Holiday Club reserve the right to cancel your booking. If non-payment continues no further bookings will be taken until arrears are paid in full.

7. A late payment fee of up to £20.00 will occur for any child being collected after 5:00pm.

8. No compensation will be paid or refunds are given if activities arranged by RGS Holiday Club are cancelled due to war, strikes, riot or quarantine or any other reasons beyond the control of RGS Holiday Club. No refunds will be given for the cancellation of courses due to technical problems with transport or weather conditions which would make the provision or continuation of the activities impractical.

9. RGS Holiday Club accept no liability in respect of personal injury, sickness, or loss or damage to property unless caused by negligence. Parents should make their own arrangements for personal injury insurance if they wish to do so.

10. Health and safety are of paramount importance at all times at RGS Holiday Club and it is expected that those participating in activities must adhere to any regulations deemed necessary by RGS Holiday Club at all times.

11. Children will not be permitted to wear jewellery when taking part in sporting activities at RGS Holiday Club.

12. RGS Holiday Club cannot accept responsibility or liability for any personal possessions brought to Holiday Club, e.g. mobile phones, iPads, toys. These are not encouraged, and children must assume personal responsibility at all times. Any electronics are to be handed in to the office on arrival to Holiday Club.

13. Any discounts given only apply to the activity or Holiday Club period booked and may be withdrawn at any time.

14. RGS Holiday Club reserves the right, without refund, to exclude or refuse any child at any time, prior to or during the Holiday Club period, if that child's behaviour is not compatible with the general enjoyment and well-being of the Holiday Club as a whole.

15. All advertised activities are subject to change according to weather, demand, programming and staffing requirements.

16. No child may attend Holiday Club without prior booking. All parents must have provided up to date contact details and medical information and signed the relevant consent forms prior to the start of Holiday Club.

17. Qualified first aiders are available on-site at all times