



Holiday Club Terms and Conditions

Albyn Holiday Club aims to provide a safe and enjoyable experience for every child or young person. In order for us to do this, please note the following:

Age of children:

We only accept children who are between the ages of 5 and 12 years old. Children younger or older than this will be unable to attend the Holiday Club.

Holiday Club Dates, Times, and Activities:

The specific dates and times for each Holiday Club session can be found on our online booking system. All the information presented on our website, in our promotional materials, and on the booking site is accurate at the time of publication. However, please be aware that changes to the schedule or activities may occur, and if they do, we will notify customers promptly. The activity programmes are subject to adjustment based on availability and other factors.

Booking and Payment

To secure a spot, all bookings must be completed in advance through our online booking platform. When you make a booking and submit payment, whether partial or full, it signifies your agreement to these Terms and Conditions. Your reservation will be confirmed once your payment is successfully processed through the online system.

Cancellation Policy:

Your place is confirmed after payment is received. Please note that once your place has been confirmed, we have a strict no-cancellation policy. All confirmed bookings will be charged in full, and refunds will not be issued for any reason, including non-attendance due to illness, changes in plans, or exclusion.



Weather Conditions:

If the Holiday Club is unable to operate due to severe weather conditions, no refund will be issued. Similarly, if the Holiday Club is running as scheduled and customers are unable to attend due to adverse weather, no refund will be provided.

Registration Information:

All questions on the online registration form must be completed in full.

Any changes to the parent contact and emergency contact information provided on the form at time of registration must be updated before your child attends.

Medical Information:

- Any changes to the medical information provided on the form must be updated before your child attends.
- If your child is taking short term medication, you must advise the Holiday Club before your child attends so that provisions can be made.
- If your child suffers from vomiting or diarrhoea, you are asked to keep them at home for 48 hours after the symptoms have passed.
- Holiday Club will only administer medication after a Permission to Administer Medication form has been completed and submitted by parents.
- In the event of an accident, first aid will be administered to children in our care, and if deemed necessary the emergency services will be called.
- If your child needs to take medication while attending Albyn Holiday Club, please ensure it is brought in a ziplock bag or medical pack, clearly labeled with their name. Parents are responsible for handing this to a member of staff, informing the staff member of the correct dosage and administration instructions on the first day of camp.

Additional Support Needs, Special Educational Needs, Learning Support, Medical Conditions and Disabilities:

In order to provide the best support for all attending our Holiday Clubs, you are asked on the registration form if your child has: an identified additional support need, has undergone any screening/ assessments for a specific learning difficulty, has received any extra support in their current school, or has any additional requirements.

Information provided is to facilitate the health, safety and wellbeing of your child while in our care.

Should a case arise where any additional support needs have not been disclosed on the registration form and, in the professional judgement of our staff, Holiday Club cannot provide adequately for your child you will be asked to make arrangements for your child to return home.

Behaviour and Conduct:

All attendees at the Albyn Holiday Club are expected to display respectful behaviour towards staff, fellow participants, and the property of both the club and others. Any form of bullying, aggression, inappropriate conduct, or offensive language will not be tolerated. It is essential for all attendees to follow the guidance and instructions provided by the club staff at all times. If, in the judgment of the club staff, a child's behaviour disrupts the club or is deemed incompatible with the club's operation, we reserve the right to remove them from the programme. In such cases, no refund will be issued for the remaining days or sessions, and any costs related to the exclusion, including transportation, will be the responsibility of the parent or guardian.

Drop off and Pick up:

- Holiday Club is open from 8am - 5pm daily. Parents and carers must make arrangements for children to be brought to and from the Holiday Club safely and on time
- Drop off is at the main Albyn School Reception on Queen's Road.
- Pick-up is from the Albyn School side gate on Forest Avenue.
- On arrival for collection at the end of the day, send an SMS to 07827 921871 and a staff member will bring your child to the gate.
- An additional late collection charge will be made in the instance of a late pick up at the rate of £10 for every 10 minutes after 5.00pm. This is strictly enforced due to the terms of our Insurance Policy.

Notice of Absence:

If a child is not attending a confirmed day of Holiday Club, parents/carers must inform the Holiday Club team by text message or [email](#) to ensure the attendance register can be updated.

Personal Property:

- All articles of clothing and bags must be marked clearly with your child's name.
- Lost property items will be held until the final day of Holiday Club after which all remaining articles will be donated to a local charity.
- The Holiday Club cannot take responsibility for any damaged clothing and/or personal items.

Additional:

- Lunch is not provided and your child is required to bring a packed lunch unless it is stated otherwise on the agenda.
- Your child must bring a full water bottle.
- Your child must have sun cream in their bag.
- Travel to and from any external trips or outings is by private transport or school minibus

Complaints:

If you have any concerns or suggestions, please email to holiday.club@albynschool.org

Personal Data:

To process your booking, we need to collect personal details about you and your children. All information gathered will be treated as confidential and kept secure. We will use your email address and telephone number to contact you with information that relates to bookings or information that we might need that relates to the welfare of your child. We would also like to use your details to keep you informed about our upcoming Holiday Clubs. To stop receiving our emails please email holiday.club@albynschool.org

If you need to contact Holiday Club staff during the day, call 07827921871 or send an email to holiday.club@albynschool.org.

