



Surrey Hills Forest School - Holiday Club Terms and Conditions

When booking with Surrey Hills Forest School - Holiday Club, these Terms and Conditions and the Policies and Procedure documents define the agreement between us and let you know what to expect from us and what we expect from you.

If you have any questions about our Terms and Conditions or Policies & Procedures then please call 07949 352597 or email holidayclub@surreyhillsforestschoo.co.uk

Age of Children

We only accept children who have started Year One. Children younger than this will not be accepted. We accept children up to the age of 11 years old. Children older than 11 will not be accepted.

Bookings

All bookings must be made online. A booking is confirmed when we receive the appropriate deposit and / or childcare vouchers and receipt of these constitutes acceptance of these terms and conditions.

Payments

Surrey Hills Forest School - Holiday Club accepts payment by credit card, debit card, cash and childcare vouchers. We do not accept payment by cheque. The named person on the booking confirmation accepts the booking conditions on behalf of all on the booking form. All bookings must be paid in full before club start date or your children may not be able to attend.

Paying with Childcare Vouchers

Surrey Hills Forest School - Holiday Club accepts all childcare vouchers (CCVs) as a form of payment for bookings. Your booking will not be confirmed until we receive and process your CCVs. After receiving your booking confirmation email, please contact your childcare voucher provider and quote your booking reference number. Your childcare provider will then contact us to arrange payment. You will receive another order confirmation email from us when the voucher has been processed. For reimbursement, CCVs must be received by the end of September.

Changing your booking

If you give us 48 hours or more notice, you can change the day/s you wish to attend subject to availability, free of charge. If you give us less than 48 hours' notice we will endeavour to change your dates but this may not be possible.

Cancellations

If you give us at least 48 hours' notice before the club date(s) you would like to cancel, all due refunds will be kept in credit for attendance unless a refund is requested in which case we will refund all monies paid. Refunded credit card payments will be subject to a 5% fee due to processing costs. If you have paid by Childcare Vouchers and your voucher provider accepts refunds, you can request the refund to be returned to your provider. (Please note that not all CCV providers accept refunds.)

If you give us less than 48 hours' notice before the date(s) you would like to cancel, no refund will be payable.

Your child's information

It is the responsibility of the person making the booking to ensure that all details provided in the booking form are accurate, in particular full information about each child, including medical and

other special educational needs, and emergency contact information. If we do not have all this information before club starts, your children will not be allowed to attend.

Cancellations/Refunds Policy

It is not our policy to issue cash refunds for any cancellations. If a credit note is issued (see below), the credit note will be valid for a period of 12 months from the date of issue.

Children's needs

Surrey Hills Forest School - Holiday Club recognises that the needs of individual children vary, and will endeavour to accommodate children with specific needs and/or medical conditions within the club environment. It is our policy not to exclude any child due to specific needs and/or medical conditions wherever possible.

It is the responsibility of the parent/carer to inform us of any medical conditions and special educational needs or disabilities, so we can discuss how best to accommodate the child, and consider whether any reasonable adjustments can be made to ensure they are able to fully participate and enjoy the activities on the club within the staffing ratios provided for their age group. The needs of each child vary so decisions are made on a case-by-case basis and depend upon the level of support each individual child may require. We are not able to provide additional staff to support a child above our standard ratios of 1:10 for under 8 year old's, 1:15 for 8 years old and over, irrespective of any specific needs or medical conditions. Where we feel that a child is not coping within these ratios, we reserve the right to ask the parent/carer to come and collect their child. No refund will be available.

Surrey Hills Forest School - Holiday Club does not provide one-to-one support. We are happy to accommodate a child with specific needs on a paid trial basis and reserve the right to review further bookings.

All children attending Holiday Clubs, irrespective of age are expected to be capable enough to use the toilet independently. Our staff are not expected to wipe, change nappies or assist the children. We are aware that accidents can occasionally happen, and we will help the children when required to do so. If this a regular occurrence, parents will be contacted about a plan of action going forward.

Illness, First Aid and Emergency medical treatment

Surrey Hills Forest School - Holiday Club requires that all children who are ill or infectious be kept home for the full duration of their ailment, and for 48 hours after the last symptom occurs. Surrey Hills Forest School - Holiday Club will only administer medication if it has been prescribed by a doctor or other health professional. A parent/carer is required to complete a Administer Medicine form prior.

The Leader will ask you at drop-off time whether your child will be self-administering any medication e.g. inhaler. This will be marked on the register.

In the event of an accident, first aid will be administered to children in our care, and the emergency services will be called if necessary.

Essential prescribed medication including EpiPens must be handed in to the Leader for safe-keeping each day of attendance.

Arrivals and departures

All children must be escorted to and from the Surrey Hills Forest School - Holiday Club site by an adult over the age of 18. We will take responsibility for your child once they have been signed in until they are signed out at the end of the session. Failure to do so will be considered as a breach of our care procedures.

If your child is going to be collected by someone other than yourself the Leader will require prior notification and an agreed password. It is the responsibility of parents to keep us informed of any changes in any contact numbers. For more information, please read our arrival and departures policy.

The Holiday Club provides car spaces in the Birtley House grounds. Please be aware there is significant traffic at arrival and departure times, please ensure your child is supervised at all times in the car park. Surrey Hills Forest School - Holiday Club is not liable for any accidents, injuries or thefts whilst parents are using the car park.

Late Pick-up

All children MUST be collected by 4pm. Two members of staff will wait with your child until they are collected. You may be charged a late pick-up fee of £20 for every 15 minutes after 4pm to cover the additional staffing cost. If we have no contact from a parent/guardian by 4.30pm, we will contact Social Services to advise them we have an uncollected child. We reserve the right to refuse future bookings from parents who continually pick up late. Timings are subject to change. Parents will be made aware of timings upon making their booking and will receive email confirmation.

Child Exclusion

Surrey Hills Forest School - Holiday Club has a responsibility for ensuring the well-being and safety of all children in our care and have a behaviour management policy. The company follows a zero-tolerance policy on discrimination, bullying and persistent poor behaviour of any kind, irrespective of any special needs.

On rare occasions, and in more serious cases, we reserve the right to ask parents to remove children from club either for the remainder of the day (part exclusion), or for the rest of the season (full exclusion). No refund will be made for any remaining days booked, and any costs associated with the exclusion will be the parents' responsibility. We reserve the right to exclude a child at any time prior to or during a session due to illness. The parent/carer will be expected to come and collect their child.

Notice of Absence

If a child is not attending a scheduled day on club, parents/carers must telephone or email to allow us to update records.

Programme and activities

Activity programmes are subject to change in the event of unsuitable weather or other circumstances beyond our control. Timetables displayed on club are a guide and are subject to change. If you are booking individual days, we cannot guarantee these activities will fall on those particular days.

Personal Property

All your child's personal property is your responsibility and Surrey Hills Forest School - Holiday Club is not liable for any lost or damaged property on club. If you believe that your child has left an item at the club, please telephone or email us and we will do their best to assist you. Lost property will remain at the club until the last day of the season and should be collected before the last day; after which items will be donated to charity.

Mobile Phones and Electronic Devices

All mobile phones and electrical devices are prohibited at Holiday Club. If found, children will be asked to place the device in the Leader's box which will be secured at all times. The device will be returned to the authorised parent/carer at the end of the session.

Insurance

All children in our care are covered by our Public Liability Insurance.

Photography / Filming / Media

Please be aware that Surrey Hills Forest School - Holiday Club occasionally take photographs of children at the club for promotional reasons. Photos and filming can be posted on social media so you're aware what your children are up to throughout the day. This will only be done with your permission. We shall seek permission by gaining consent when you complete your booking online. You do not need to allow permission.

Complaints

If you have any complaints about the service that Surrey Hills Forest School - Holiday Club offers, we ask parents in the first instance to speak directly the Leader on the day. If you have concerns or suggestions, please read and follow Complaints Policy.

Safeguarding

Surrey Hills Forest School - Holiday Club has a statutory obligation in relation to safeguarding and any suggestion of child abuse or neglect will be investigated and reported to our regulator, Ofsted, or relevant local authorities and agencies.

Our leaders receive specific designated safeguarding lead training and will reflect on their professional judgement and training when considering whether concerns need to be referred to external agencies. This may be done without parent's consent.

Health, safety and wellbeing

In the event of your child being involved in an accident or incident, first aid will be administered by a trained Paediatric First Aider. Surrey Hills Forest School - Holiday Club has invested in mountain and outdoor pursuits first aid qualifications for forest and outdoor activities. We will make a written record of how it happened, treatment, advice and action taken which we will ask you to countersign to confirm communication.

For accidents of a more serious nature, including hospital treatment, all attempts will be made by us to contact the parents. Further attempts will be made to reach your designated emergency contact. Failing this; having gained prior consent, we will act on behalf of parents to authorise necessary treatment from a suitably qualified medical professional. Where accidents and injuries are sustained outside of the Holiday Club, we will ask you to give details on and sign a Pre-Existing Injury form to facilitate the continuity of care.

Has your child begun menstruation? Please consider that this might begin whilst they are attending Holiday Club. All the team are able to help and there are sanitary products available.

Policies and Procedures

For our full policies and procedures document, please visit our website.

Data Protection

Surrey Hills Forest School - Holiday Club is registered as a Data Controller under the Data Protection Act 2018 (DPA 2018). To process your booking, we need to collect personal details about you and your children. We will treat it as confidential and keep it secure, complying with all relevant UK legislation. We will use your email address and telephone number to contact you with information that relates to any bookings that you make and any information that we might need that relates to the welfare of your child.

Liability

Surrey Hills Forest School - Holiday Club does not accept liability for personal injury or death of any participants unless directly caused by the proven negligence of the company or its servants.

Enforced venue closure

If the Holiday Club is forced to close due to the compulsory closure of its premises by order of a competent authority (Birtley House, Local Authority, Environmental Health Etc), due to bad weather (e.g. snow, high wind), outbreak of a human infectious or contagious condition (e.g. Influenza, Meningitis, COVID-19), or for any other reason, customers will still be liable for any fees due/paid, during the entire period of closure.