

# Terms & Conditions

## Registration

- All parents / carers must complete our Registration Form before a child can be accepted at a **Whissendine Holiday Club**. Registration must be done directly on our website **whissendineholidayclub.co.uk**
- **Whissendine Holiday Club** must be notified of any changes in Registration details, as soon as possible, in writing by the parent / carer.

## Booking Sessions

- All sessions requested by parents / carers are subject to availability.
- All sessions booked must be paid for in advance.
- No parent / carer should consider a booking as being accepted until payment has been received by the Club.
- Bookings may be made up to 1 day before the start of any session. Children will not be able to be booked in after that time.
- **Whissendine Holiday Club** will credit all fees charged, if the club is forced to close due to unforeseen circumstances.

## Cancellations Policy

- Cancellations must be made at least **48 hours before** the start of the booked session. Cancellations received within this timeframe will receive a **full credit** to their account, which can be used towards a future Holiday Club booking. **Refunds will not be issued** for cancelled sessions.
- Unfortunately, cancellations made less than 48 hours before the booked session are not eligible for a credit or refund.

## Responsibility for attendance

- It is the parent / carer's responsibility to ensure that their child / children arrive, on time, to the Holiday Club, and are signed in accordingly.
- It is the parent / carer's responsibility to ensure that their child / children wear the appropriate clothes and footwear for the weather, as they will be outside and in.
- It is the parent / carer's responsibility to ensure that their child / children brings with them a pack lunch, snack and a drink. Bottles can be refilled throughout the day.

## **Penalties for Late Collection**

- It is the responsibility of all parents / carers collecting children to do so promptly at the end of the session. Failure to do so will expose the parent / carer to the payment of a financial penalty and will constitute a breach of the terms and conditions, entitling Whissendine Holiday Club to exclude the child from subsequent sessions.

## **Responsibility for Payment**

- Payments to be made at time of booking through our booking system and payment processed through Stripe.
- The responsibility for payment of all fees, charges and penalties lies at all times with the person who has made the booking.
- Failure by Whissendine Holiday Club to make a written or verbal request for payment of fees does not constitute an excuse or reason for late, or non-payment under any circumstances.
- Failure to settle all fees and/or penalties when due may result in the club taking action (including legal action) to recover any outstanding sums.

## **Childcare Vouchers**

- Childcare vouchers are accepted by Whissendine Holiday club.

## **Grounds for Exclusion**

- Whissendine Holiday club can only accept children in Primary School Reception to Year 6.

## **Legal: Waivers, Exclusions and Jurisdiction**

- These terms and conditions are governed by English law and subject to the jurisdiction of the courts of England and Wales.
- **Whissendine Holiday Club** shall not be liable for any direct or indirect loss suffered by parents / carers as a result of club closures under the terms of the agreement, including but not limited to loss of profits, increased costs or expenses or wasted expenditure.