



# TERMS AND CONDITIONS

The following are the terms and conditions for your child attending the Activity days:

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## Registration

- A registration form must be completed for all children prior to admission to the Activity days.
  - The Activity days are £30 per day payable in advance by card, cash or cheque payable to Bradley Wood.
  - Places are allocated on a first come first served basis, and are only guaranteed if paid in full with completed form.
  - The Activity days operate from 9:00am to 5:00pm on the advertised dates.
  - Registration and collection of your child will be at the Jubilee Centre.
  - Please telephone Bradley Wood (01484 715858) if your child will be absent from a session.
  - All information which we have been given relating to your child will be held securely and confidentially.
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## Meals

- Refreshments will be supplied during the day.
  - All children must bring a packed lunch.
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## Health & Safety

- To ensure the safety of all children who attend, we require the name of the person/s that will be collecting your child from the Activity day, or any persons who have parental responsibility. This information will be required on the registration form.
  - Please note that we will not hand over any child without prior permission and may contact you to clarify this person's identity.
  - It is important that we are fully informed and aware of any changes in your child's health. Should your child become unwell or incur an injury in our care every effort will be made to contact the parent/carer. Where your child has shown symptoms of vomiting and/or diarrhoea they should not be sent to the Activity day for 48 hours after any symptoms have ended.
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## Medical

- Unless stated otherwise in the allergies section of the Registration Form, you give permission for Activity days staff to use antiseptic wipes and/or plasters as required.
- Only medication prescribed by a Doctor will be administered by the Activity days staff, and we must have prior written permission from the parent/carer.

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## Signing In and Out

- Parents/carers must sign their child in to Holiday Club with the designated member of staff within the Jubilee Centre.
  - Parents/carers must also sign their child out with the designated member of staff when collecting their children.
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## Failure to Collect Policy

- Please inform us if there is a problem with collecting your child as soon as you are aware of it.
  - In the event your child is not collected at the arranged time from the Jubilee Centre, a series of charges will apply as follows:
    - o the first 15 minutes or part of will be charged at a flat rate of £5.00and then
    - o £1 for every 5 minutes until collection is made.
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## Personal Property

- Whilst every reasonable care will be taken, Bradley Wood cannot be held responsible for any loss or damage to a child's property.
  - We request that children's own toys or technology are not brought to the Activity days.
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## Suitable Clothing Policy

- Your child will take part in outdoor activities, and arts and crafts activities, and as such their clothes may become muddy/dirty.
  - Suitable clothing and footwear must be worn.
  - Jewellery is not permitted in any circumstances.
  - Bradley Wood reserves the right to deny admittance to the days program if unsuitable clothing or footwear is worn. No refund will be given.
  - In the event a child is deemed to be wearing unsuitable clothing, Bradley Wood staff will inform parents/carers during signing in.
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## Activity days Closure

- Where there is an unplanned closure, fees will not be payable for this day.
  - Any fees already paid will be refunded.
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## Behaviour Management

- Everyone is encouraged to treat each other with care and respect and behave in a manner that is acceptable.
  - A code of conduct is displayed.
  - It is our policy that all staff are treated with respect and that behaviour is managed within a positive framework.
  - The Activity days policies and procedures should be adhered to by all Activity day participants.
  - Failure to adhere to the Activity days Code of Conduct may result in exclusion from the Activity days without refund.
  - Continuous unacceptable behaviour will be challenged by staff and recorded in the incident book. Parents will be asked to sign this entry.
  - If the behaviour does not improve then Bradley Wood has the right to deny the child from re-attending the Activity days.
  - When a child and/or their parent/carer display behaviour likely to cause offence, Bradley Wood reserves the right to refuse or withdraw the place immediately.
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## Cancellation of Place

- If your allocated place is no longer required, no refunds can be made.
  - Fees are non-returnable or transferable if your child does not attend for any reason.
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## Childcare Vouchers and Tax credits

- Bradley Wood does not deal directly with Salary Sacrifice schemes and cannot accept vouchers.
  - Contact HMRC Government 0345 300 3900 for tax credit childcare enquiries.
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## Complaints Procedure

- If you are unhappy with the service, please initially discuss your concerns with the Activity day Leaders.
  - If you still have concerns, or your concerns relate to the Activity day Leaders, please contact the Bradley Wood General Manager (Peter Whitworth) on 01484 715858 or e-mail [peter.whitworth@bradleywood.org.uk](mailto:peter.whitworth@bradleywood.org.uk)
  - Your concerns will be treated with respect and confidentiality .
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## Photographs

- At the Activity days we like to celebrate all children's achievements and value their contribution they make to the days.
  - Photographs make interesting displays for children, parents and visitors to look at, and may also be used in local or national newsletters and in some cases local and national press.
  - When a child attends the Activity days the parent/carer will be asked for permission for photographs to be taken.
  - Every parent/carer and child has the right to refuse this request, in which case the child will not be photographed.
  - Where pictures are made available to the press, they will not be released with the names of the child unless the parent/ carer gives express permission for this to be done.
  - If you give your permission to use photographs, these may be used in the following ways to promote the Activity days:
    - o In printed publication
    - o displays in centre
    - o Bradley Wood website
    - o In publicity articles such as the local media and newsletter articles
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I agree to the Terms and Conditions                      Yes

Name:

Date: