Terms and Conditions

STAY WILD Holiday Club

Statement

These Terms & Conditions apply to all bookings made with STAY WILD Holiday Club ("the Club"). By completing a booking, parents/carers agree to comply with the following terms.

2. Registration & Bookings.

2.1 All children attending the Club must be fully registered before attendance.

2.2 Parents/carers must provide accurate and up-to-date information including:

- Emergency contact details
- Medical information
- Dietary requirements
- Collection permissions
- Any additional support needs

2.3 Bookings are subject to availability and are only confirmed once payment has been received.

2.4 The Club reserves the right to refuse admission where registration details are incomplete or inaccurate.

3. Fees & Payments

3.1 Fees must be paid in advance unless otherwise agreed in writing.

3.2 Accepted payment methods include:

- Bank transfer
- Childcare vouchers/tax-free childcare
- Debit/credit card
- Cash (if applicable)

3.3 Late payments may result in cancellation of booked sessions.

3.4 Any additional charges incurred during the Club (e.g. trips or late collection fees) must be paid promptly.

4. Cancellations & Refunds

4.1 Notice Period and Refunds

Notice Given Before Session	Outcome
More than 21 days	Full refund or full credit
14–21 days	50% credit issued
Less than 14 days	No refund or credit*

*Exceptions may be considered in exceptional circumstances (e.g. medical emergency or safeguarding concern), at the discretion of the Club Manager.

4.2 No refunds will be given for:

- Non-attendance
- Illness
- Partial attendance
- Last-minute cancellations

4.3 If the Club cancels a session, a full refund or alternative session will be offered.

5. Arrival & Collection

5.1 Children may only be collected by authorised persons named on the registration form.

5.2 Parents/carers must notify the Club in advance if someone different will collect their child.

5.3 Identification may be requested before releasing a child.

5.4 Late collection fees may apply at a rate of **£15 per 15 minutes** after the stated collection time.

5.5 Persistent late collection may result in suspension of future bookings.

6. Illness & Medication

6.1 Children who are unwell or infectious must not attend the Club.

6.2 Parents/carers must inform the Club immediately if a child develops a contagious illness.

6.3 The Club follows NHS and Public Health guidance regarding exclusion periods.

6.4 Medication will only be administered where:

- Written parental consent has been provided
- Medication is clearly labelled
- Prescription medication is in original packaging

6.5 The Club reserves the right to contact emergency services if urgent medical treatment is required.

7. Behaviour Expectations

7.1 The Club promotes positive behaviour, inclusion, and respect for others.

7.2 Bullying, abusive language, violence, or unsafe behaviour will not be tolerated.

7.3 Parents/carers will be informed of serious incidents.

7.4 The Club reserves the right to withdraw a child's place where behaviour presents a risk to themselves, other children, or staff.

8. Safeguarding & Welfare

8.1 The Club is committed to safeguarding and promoting the welfare of children.

8.2 Staff follow safeguarding procedures in line with Ofsted requirements and current UK legislation.

8.3 Concerns regarding a child's welfare may be referred to relevant safeguarding authorities where required.

9. Accidents & Emergencies

9.1 Parents/carers will be informed of any accident or injury occurring during sessions.

9.2 In emergencies, the Club may seek medical treatment for a child if parents/carers cannot be contacted.

9.3 Emergency contact details must remain current at all times.

10. Food & Allergies

10.1 Parents/carers must declare all allergies and dietary requirements upon registration.

10.2 While the Club takes reasonable precautions, it cannot guarantee an allergen-free environment.

10.3 Parents/carers are asked to provide packed lunches and snacks. All food brought onto the premises must comply with the Club's nut-free policy and must not contain nuts or nut products.

11. Personal Belongings

11.1 Children should bring appropriate clothing for indoor and outdoor activities.

11.2 The Club is not responsible for loss or damage to personal belongings.

11.3 Valuable items should not be brought to the Club.

12. Photography & Media

12.1 Photographs/videos may occasionally be taken for promotional or observational purposes.

12.2 Written parental consent will be requested separately.

12.3 Parents/carers must not post photographs of other children on social media without permission.

13. Data Protection

13.1 Personal information will be stored and processed in accordance with UK GDPR and Data Protection legislation.

13.2 Information will only be shared where necessary for safeguarding, legal, or operational purposes.

14. Equal Opportunities

14.1 The Club is committed to equality, diversity, and inclusion.

14.2 Discrimination of any kind will not be tolerated.

15. Amendments

15.1 The Club reserves the right to amend these Terms & Conditions at any time.

15.2 Updated copies will be made available to parents/carers.