

THE 11+ HOLIDAY LEARNING CLUB

STANDARD TERMS & CONDITIONS

These terms and conditions apply to the contract between parents and 11+ Holiday Learning Club for the provision of Holiday Learning Club services. Within this document the following definitions apply:

Holiday Learning Club the generic name for holiday care services provided by 11+ Holiday Learning Club which take place when school is out of session (i.e. during school holidays at half term and the end of term).

Principal One of the Principals of the 11+ Holiday Learning Club or their authorised deputy.

Senior Club Manager The manager with operational and administrative responsibility for the service.

Club Manager The manager with day to day responsibility for the service.

Parent The parent, guardian or carer of a child placed in the care of Holiday Learning Club.

1 APPLICATION & REGISTRATION

2 ATTENDANCE

There is a minimum attendance of 1 week as long as there are places available but attendance must be booked in advance. To obtain the maximum benefit from our personalised programme children should attend for the full day. Parents should advise the Senior Club or Club Manager in writing of intended absences. Where a child does not attend a booked session no reduction of fees is normally due.

3 ARRIVAL & DEPARTURE

Children should be brought at the booked time and positively delivered to a member of staff at the Holiday Learning Club check-in. Children are to be collected promptly at the time they are booked till. Where a different person will be collecting the child, the parent must ensure that the Club Manager is made aware of this beforehand in writing. If a child remains uncollected at the end of the extended day provision if any, the Club Manager will act in accordance with the Holiday Learning Club Collection Policy.

4 SPECIAL NEEDS

Each child entrusted to the Holiday Learning Club is recognised as an individual whose character will become well known to the Holiday Learning Club staff with time. However parents know their own child much better than the Holiday Learning Club staff ever will and it is required that parents fully advise the Holiday Learning Club staff of any behavioural or medical problems. Where the child needs medicines to be administered the Holiday Learning Club provision has established routines which must be followed by parents and which include the requirement for specific written instructions and for labelling of medicines.

5 IN LOCO PARENTIS

Parents must recognise and accept that while the child is at the Holiday Learning Club the Holiday Learning Club staff may act in loco parentis in the absence of the parent. Where possible the staff will contact the parent at the emergency contact telephone number advised but this will not prevent the Holiday Learning Club staff from taking suitable action in loco parentis.

6 CHARGES, PAYMENT & CANCELLATION

Holiday Learning Club charges are based on the number of full weeks booked in each month. A schedule of charges is normally issued with the booking form. Full payment for Holiday Learning Club is due at the time of booking. Holiday Learning Club does not send reminders and reserves the right to cancel bookings and charge the appropriate cancellation fee where necessary. All cancellations must be received in writing, and will be confirmed in writing by the Holiday Learning Club.

7 REFUND

If a booking is cancelled by the parent or carer, the following refunds apply.

- More than 60 days prior to the booking a 100% refund will be made.
- 60-30 days prior to the booking a 50% refund will be made.
- 30 to 14 days prior to the booking 25% of fees will be refunded.
- 14 days to 1 day prior to the booking 0% of fees will be refunded.

Alternatively, any booking may be postponed and redeemed during the same holiday period subject to space being available. 11+ Holiday Learning Club reserves the right to cancel The Holiday Learning Club or its courses, activities and timetabled events at any time. In the event of The Holiday Learning Club being cancelled a full refund will be given or a credit issued.

8 WATER BASED ACTIVITIES

There will be no waterbased activities undertaken during the holiday club.

9 RULES & REGULATIONS

The parent and the child will comply with all rules and regulations of the Holiday Learning Club as may be published from time to time. A list of Holiday Learning Club Policies and Procedures is available on request and the documents may be viewed either on the Holiday Learning Club website or at our venue during Holiday Learning Club dates. 11+ Holiday Learning Club reserves the right to refuse or exclude any person at any time prior to or during Holiday Learning Club if in the opinion of a Principal that person is incompatible with the general well being and safe running of Holiday Learning Club. In this instance no refund will be given and any costs incurred including any damage will be passed on to the parent.

10 CONCERNS & COMPLAINTS

Parents not satisfied with the care of a child must inform the Club Manager in accordance with the Holiday Learning Club Complaints Policy.

11 INSURANCE

Parents must satisfy themselves that the child has the insurance cover required against accident and loss or damage to personal property while attending the Holiday Learning Club. The Holiday Learning Club does not provide or maintain any insurance covers beyond those prescribed by law.

12 COURT ORDERS AND PRECAUTIONS

Parents must inform the Principal in writing immediately of any court orders in relation to the child for example as to parental responsibility, residence, contact, prohibited steps, specific issues or periodical payments. It is the responsibility of the parent to inform the Club Manager immediately and in writing and by a personal visit in case of urgency if the Holiday Learning Club provision is required to give any special precautions for the protection of the child.

13. CANCELLATION BY THE 11+ HOLIDAY LEARNING CLUB

11+ Holiday Learning Club reserve the right to cancel any course or activity(s) without notice, and vary from time to time the detail shown on the programme.