

KIDZ ENTERPRISE - Terms and Conditions

All Bookings:

- All bookings must be made through www.kidzenterprise.co.uk in extreme circumstances outside of the booking period we can accept bookings in person at the club, by email or phone.
- All bookings are subject to availability.
- The person making the booking accepts the booking conditions on behalf of all on the booking/registration forms.
- All bookings must be paid for at time of booking unless card instalment plan is selected at time of booking or you are paying by Childcare Vouchers.
- By making a booking with Kidz Enterprise you are agreeing to our Terms and Conditions.
- Parents/Carers must keep their child's online registration up to date especially making any changes to contact details, including new telephone numbers, failure to keep us informed of change of contact details may result in your places being lost.

Cancellation Notice and Charges:

- When you make a booking with Kidz Enterprise, your booking is a 'contract'. As the contract is to provide "Out of School Care 'leisure services' where we agree to provide the service on a specific date or within a specific period it is not covered by the Consumer Protection (Distance Selling) Regulations which often applies to online and telephone transactions.
- It is parents' responsibility to cancel sessions.
- Any booked sessions which are not attended are still charged where a Payment must be made in full. If a cancellation is made more than a 14 days before the booked session commences, a credit note will be received, places cancelled less than 14 days before the booked session will receive no credit note. During holiday club the following will apply - If a cancellation is made more than 14 days before the holidays commence, a credit note will be received. Places cancelled within 14 days of the holidays commencing or once the holidays have started will receive no credit note. Booked sessions may not be swapped to another date.
- All bookings receive a 24hr grace period for cancellations with a full credit for the booking.
- If any school closures out of our control are implemented after a booking has been made then the booking will receive a full credit for the duration of the affected dates of the closure. The credit will remain on the account which will be available for any future bookings. No refund will be available for any dates cancelled.
- Parents must inform the club by email if their children are arriving late at after school club due to attending an after school activity or trip organised by the school.
- Failure to inform the club of a child non-attendance at the after school club session may result in your child losing their allocated space, with no refund of monies paid, this is for the safety of your child.
- Any booked sessions which are not attended are still charged.
- All bookings must be made prior to arriving at the club. If you arrive at the club and have not booked, your child will not be accepted until a booking is made. You can book online up until an hour prior to the start of the session depending on availability and after that staff may be able to make a late booking on your behalf. All bookings made on-site are subject to availability.
- It is the parents' responsibility to inform the school if their child is attending after school club.
- It is the parent's responsibility to let the school know of any late cancellation.

Special Offers and Discount codes:

- Only one offer or discount code can be used per booking.
- Each voucher code can only be used once per customer.
- Offers and discounts may be withdrawn at any time.

Payments and Overdue Balances:

- Types of payment available on-line are Credit/Debit Card or Childcare Voucher.
- When paying by childcare vouchers, please use your child's full name as the payment reference.
- Having an overdue balance may lead to the termination of your child's place within the club.
- Any invoice outstanding beyond this period will be referred to Daniels Silverman Limited who will apply additional costs to cover the collection costs to your debt for recovery. This surcharge together with all other charges and legal fees incurred will be the responsibility of the customer and will be legally enforceable.

Late Collection Fees:

- Our clubs close at 6pm. It is important that children are collected on time. If you are running late, please ring the club on 01628 665981 or 07973 791419 and let the staff know. As a duty of care we need to have two members of staff supervise the children. Therefore, there is a Late Collection fee of £10 per 15 minutes, or part thereof, after the end of the booked session time to cover staffing, administration and other operational costs. Any late collection fee must be paid for at the time of collection.

Safeguarding and Welfare:

- If your child does not arrive at a booked ASC session and we have not been advised of their non-attendance by you the parent, we will implement our Missing Children Policy.
- We are committed to safeguarding all the children in our care from harm and abuse.
- Kidz Enterprise is obligated to report any suspected child abuse or neglect to the relevant authorities.
- Parents must inform Kidz Enterprise of any conditions that may affect their child (medical, learning, behavioural, etc). If full information is not provided, this may result in Kidz Enterprise excluding them from certain activities or if it felt necessary, excluding them from using our clubs. In such circumstances no refund or credit will be paid.
- All Kidz Enterprise clubs are phone free except for Kidz Enterprise work phones. We ask that all parents respect this and do not use their phones whilst onsite.
- Parents/carers or nominated adults are not to smoke within the school premises, this includes the use of E-Cigarettes.
- Dogs are not permitted at any time within the school grounds including the car park areas without prior agreement of the Manager of the club.
- Cycling/Scooters are not permitted to be used within the school grounds.

Arriving and Collecting:

- When using breakfast/after school club parents must use the Cippenham School, Dennis Way entrance with car park facilities only available between 4pm-6pm, outside of these times parents must find alternative parking in Dennis Way. During holiday club parents are able to access the Dennis Way entrance and car park with no restrictions. Parking for all clubs is only available in the car park on the right hand side of the school drive.
- On arrival for each breakfast/holiday club session, a named adult over 16 years must accompany all children to the "Registration point" and wait for their child to be digitally signed in by staff on the register, for children collected from school by Kidz Enterprise our staff will sign the child in. Adults collecting any children must present themselves to a member of staff and wait for staff to sign out the child/ren before escorting them from the club. Please note unfamiliar adults will be asked to input the child's password and may also be asked for photo identification.
- Children can only be collected by an adult over the age of 16 who has been authorised to collect them on their registration form and show as a collector. You can update this list at any time by logging on to your account.
- During holiday club it may not be possible to wait for children arriving late on a trip, parents must ensure that they are aware of trip departure times prior to the date of the trips which are notified prior to the date by email, no refund will be given for late arrivals.

Exclusion:

- Kidz Enterprise reserves the right to exclude or refuse any person without notice, if we consider that their presence compromises the good atmosphere of the club. Transport home will be the responsibility of the parent and no refund/credit will be available.

Forced Closures:

- If Kidz Enterprise is forced to close a club due to an external factor a full credit will be given which will remain on the account for a future booking, no refund will be available, we do however do our up-most to provide some kind of facility.

Photography:

- Kidz Enterprise occasionally take photographs and videos at our venues which can be used for marketing and promotional purposes. If you would rather your child was not included in any photographs, please ensure your child's details are up to date.

Babysitting:

- Any babysitting/care arrangement between parents and Kidz Enterprise staff is entirely separate from any agreement with Kidz Enterprise. Kidz Enterprise does not take responsibility for such private arrangements, although any behaviour that has a negative effect on the business may be considered misconduct and will be dealt with in accordance with the Disciplinary Procedure.

Schedule Changes:

- Kidz Enterprise may need to amend activity programs, schedules, services, dates, times and/or venues on occasions that may be out of our control.

Complaints:

- If you or your child are not entirely satisfied with the services we provide, we would appreciate the feedback. Please see our complaints procedure for official steps.

Liability:

- Kidz Enterprise do not accept liability for personal injury or death of any participants unless directly caused by the proven negligence of the company or its servants.
- We would advise that children do not bring valuables to the club and Kidz Enterprise take no responsibility for any items that are lost/stolen or damaged at the club.

Lost Property:

- On request, Kidz Enterprise will endeavour to return items that can be identified. Postage costs of lost property are the responsibility of the parent. Unclaimed lost property will be distributed to the schools as part of their fund raising activities.

Parent Abuse of staff:

- The threat or use of physical violence, verbal abuse or harassment towards our staff by any means is likely to result in a termination of all direct contact. Such incidents may be reported to the police. This will always be the case if physical violence is used or threatened.

Data Protection:

- At Kidz Enterprise we respect the privacy of the children attending our club and the privacy of their parents or carers. The personal information that we collect about you and your child is used only to provide appropriate care for them, maintain our service to you, and communicate with you effectively. Our legal basis for processing the personal information relating to you and your child is so that we can fulfil our contract with you, as per our privacy policy.
- Parents must agree to the terms and conditions of our booking system Magic Booking (MyPlayService) to book with us. By agreeing to our Terms and Conditions you give permission for Kidz Enterprise to share your information with any other provision or professional that your child is in contact with as per our Privacy Policy.
- All information exchanged by any person involved with the clubs must be kept strictly confidential.
- THE SUCCESS OF KIDZ ENTERPRISE OUT OF SCHOOL CLUBS DEPENDS ON CO-OPERATION AND SHARING BETWEEN ALL THOSE INVOLVED. PARENTS/CARERS SHOULD ADDRESS ANY COMMENTS THEY WISH TO MAKE TO THE ORGANISERS.
- These terms and conditions supersede any previous terms and conditions.

In addition to our Policies the following applies to anyone using Kidz Enterprise:

- Behaviour by any person 'on or off site' considered by the organisers to be unacceptable and inappropriate will not be tolerated.
- These include smoking, alcohol, drug abuse, solvent abuse, bad or offensive language, bullying and any other situation, which could cause and/or distress.
- Continuous disruptive and unacceptable behaviour by any person (child or adult) will be reported to the organisers by the supervisor. This will be followed by discussion with other staff and the person(s) concerned.
- Any damage caused by any person(s) while attending a Kidz Enterprise activity that is considered by the supervisor or organiser to be unacceptable behaviour will need to be reimbursed by the parent/carer of the child concerned.
- The organiser reserves the right to exclude any person from the activity and or the site, should such incidents occur.

Operational Plan

- Kidz Enterprise has a full range of policies and procedures for parents/carers to view at any time either via our website www.kidzenterprise.co.uk or within the club. Please make time to view these as signing the contract of agreement states that you are willing to abide by them.