

Terms and Conditions

When booking with Fun Days Club, these Terms and Conditions and the Policies and Procedure documents define the agreement between us and let you know what to expect from us and what we expect from you.

If you have any questions about our Terms and Conditions please email us at fun_days_club@aol.com

Age of Children

The Fun Days Club is registered to care for children between the ages of 3 and 11.

Bookings

All bookings must be made online. A booking is confirmed when we receive the appropriate payment and / or childcare vouchers and receipt of these constitutes acceptance of these terms and conditions.

Payments

We do not accept payment by cheque. All payments must be via our online booking system and must be paid in full before club start date or your children may not be able to attend.

Changing your booking

If you give us notice of your need to change the dates of your booking, we will endeavour to change your dates but this may not be possible as changes will be subject to availability. This will be at no additional cost.

Requests for any changes must be made through the online booking system or by emailing fun_days_club@aol.com

Bookings cannot be carried over to future club events (e.g. from Autumn Half Term to Spring Half Term).

Bookings cannot be swapped with other parents or for other children.

Cancellations

Cancellations will not be refunded.

Your child's information and The Registration Document.

It is the responsibility of the person making the booking to ensure that all details provided in the booking form are accurate, in particular full information about each child, including medical and other special educational needs, and emergency contact information. If we do not have all this information before club starts, your children will

not be allowed in the club. A Fun Days Club Registration document must be completed by the parent/carer for each child, prior to club attendance.

Children's needs

Fun Days Club recognises that the needs of individual children vary, and will endeavour to accommodate children with specific needs and/or medical conditions within the club environment. It is our policy not to exclude any child due to specific needs and/or medical conditions wherever possible.

It is the responsibility of the parent/carer to inform us of any medical conditions and special educational needs or disabilities, whether booking online or over the phone, so we can discuss how best to accommodate the child, and consider whether any reasonable adjustments can be made to ensure they are able to fully participate and enjoy the activities on the club within the staffing ratios provided for their age group. The needs of each child vary so decisions are made on a case-by-case basis and depend upon the level of support each individual child may require. We are not able to provide additional staff to support a child above our standard ratios of 1:8 ratio, irrespective of any specific needs or medical conditions. Where we feel that a child is not coping within these ratios, we reserve the right to ask the parent/carer to come and collect their child. No refund will be available.

Fun Days Club does not provide one-to-one support.

We are happy to accommodate a child with specific needs on a paid trial basis and reserve the right to review further bookings.

Illness, First Aid and Emergency medical treatment

Fun Days Club requires that all children who are ill or infectious be kept home for the full duration of their ailment, and for 48 hours after the last symptom occurs. Fun Days Club will only administer medication if it has been prescribed by a doctor or other health professional. A parent/carer is required to complete a Permission to Administer Medicine form prior.

In the event of an accident, first aid will be administered to children in our care, and the parents/carers and/or the emergency services will be called if necessary.

Essential prescribed medication including Epipens must be handed in to the Club Manager for safe-keeping.

Child Exclusion

Fun Days Club has a responsibility for ensuring the well-being and safety of all children in our care. The company follows a zero tolerance policy on discrimination, bullying and persistent poor behaviour of any kind, irrespective of any special needs. On rare occasions, and in more serious cases, we reserve the right to ask parents to remove

children from club either for the remainder of the day (part exclusion), or for the rest of the season (full exclusion). No refund will be made for any remaining days booked, and any costs associated with the exclusion will be the parents' responsibility. We reserve the right to exclude a child at any time prior to or during a session due to illness. The parent/carer will be expected to come and collect their child.

Late Pick-up

All children MUST be collected by 5:30 pm. If for any reason you are going to be late, please call the Club Manager. A members of staff will wait with your child until they are collected. You may be charged a late pick-up fee of £5 for every 15 minutes after 5:30 pm to cover the additional staffing cost. If we have no contact from a parent/guardian by 6.30pm, we will contact Social Services to advise them we have an uncollected child. We reserve the right to refuse future bookings from parents who continually pick up late. Timings are subject to change. Parents will be made aware of timings upon making their booking and will receive email confirmation.

Notice of Absence

If a child is not attending a scheduled day, parents/carers must telephone or email to allow us to update records.

Personal Property

All your child's personal property is your responsibility and the Fun Days Club is not liable for any lost or damaged property on club. If you believe that your child has left an item at the club, please telephone or email us and we will do their best to assist you. Lost property will remain on club until the last day of the season and should be collected before the last day. If this isn't possible, we will keep items for a period after the club terminates and it will be available at the next scheduled club. If not claimed at the next scheduled club, all clothing items will be donated to charity.

Mobile Phones and Electronic Devices

All mobile phones and electrical devices are prohibited on club. If found, children will be asked to place the device in the Club Manager's box which will be secured at all times. The device will be returned to the authorised parent/carer at the end of the session.

Insurance

All children in our care are covered by our Public Liability Insurance.

Complaints

In the first instance, parents/carers are encouraged to speak directly to the relevant member of staff, if deemed appropriate.

If not, the parents/carers should contact the Registered Person, Esther Koppenjan (ekoppenjan@aol.com) who will try to resolve the problem. If a satisfactory resolution cannot be found, then the following steps will formally come into operation.

The complaint should be formalised in writing and sent for the attention of the Registered Person, Esther Koppenjan.

Details of the complaint will be entered in our confidential complaints record, including the source of complaint, nature of complaint, how it was dealt, actions taken and outcome.

This record will be shared with parents and CIW on request.

The matter will be fully investigated within 15 working days.

If there is any delay, I will advise the parent/carers of this and offer an explanation.

The Registered Owner, will be responsible for liaising with the CIW and bringing the complaint to a satisfactory conclusion.

If the Registered Owner has a good reason to believe that the situation has child protection implications, she will have to inform the designated member of staff for Child Protection and ensure that the local social services department is contacted.

If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then they will contact the police.

The formal response to the complaint from the Club will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate.

The response will include recommendations for dealing with the complaint and for any amendments to the Club's policies or procedures emerging from the investigation.

Safeguarding

Fun Days Club has legal obligations in relation to safeguarding and any suggestion of child abuse or neglect will be investigated and reported to our regulator, CIW, or relevant local authorities and agencies.

Parental Permissions and The Parental Permissions Document

The parent or guardian must complete the Parental Permissions document as part of the booking process, prior to a child commencing their first visit to the Club. These will be provided to you by email when you first submit an enquiry via our online booking system. Once signed and submitted to us, it is the parent or carer's responsibility to update this document if any permissions change.

Data Protection

To process your booking, we need to collect personal details about you and your children. We will treat it as confidential and keep it secure, complying with all relevant UK legislation. We will use your email address and telephone number to contact you with information that relates to any bookings that you make and any information that we might need that relates to the welfare of your child. We would also like to use some of your details to tell you about our upcoming clubs. To stop receiving the emails please email fun_days_club@aol.com and request to be removed or unsubscribe once email has been received.