

LITTLE ACORNS CLUBS

(Little Acorns Out of School Club Ltd)

**Booking Terms and Conditions – Effective from September 2024**

* I consent for my child to attend Little Acorns Clubs. I understand that the Club has policies and procedures (which are available for reference at the Club or on the website), and that there are expectations and obligations relating both to the Club, and to myself, and my child, and I agree to abide by them.
* I understand and agree to pay a Non-Refundable **£25 Registration fee** on my First Invoice to secure my booking.
* All bookings will be confirmed in writing.
* I understand that Little Acorns Clubs is a play setting and that whilst my child is there Little Acorns Clubs are legally responsible for him/her/them.
* My child will be provided with a snack and drink whilst at the Breakfast and After School Club unless otherwise requested.
* Once my child arrives at Little Acorns Clubs he/she/they will be in the care of Little Acorns Clubs until collected and signed out by an authorised person.
* I will notify Little Acorns Clubs **in writing at least 14 days in advance** if I wish to cancel or change my regular booked sessions. I will be charged full price for all cancelled/changed sessions should 14 days’ written notice not be given. This 14 day notice cancellation policy is not applicable to September bookings each year and is then available to all regular booked sessions from October onwards each school year.
* I will notify the Club before the start of the session if I am collecting my child from school on a day that he/she/they are booked to attend the Club or if my child will not be attending their booked session for other reasons such as sickness from school or appointments elsewhere. I understand that I will be charged in full for this booked session(s).
* I will book my child into the Breakfast and After School Club sessions I require and these bookings will be ongoing unless I advise Little Acorns Clubs otherwise. I will pay for all of these bookings promptly in advance whether my child attends or not (e.g. due to illness or holidays), unless I have made other arrangements with the Cub Manager prior.
* It is my responsibility to keep the Club Manager informed of any alterations to the information regarding my child (e.g. contact details, medical conditions, etc.) by logging in to the registration section of the website and updating details as required or by sending an email direct to the club. These updates must always be done in writing.
* I accept that my child may take part in messy activities while at Little Acorns Clubs. I understand that I can provide my child with appropriate clothing to accommodate this if I wish.
* Little Acorns Clubs **closes at 5.55pm promptly.** If, due to unforeseen circumstances, I am going to be late, I will contact the Club Manager as soon as possible.
* **If I do not collect my child by 5.55pm I will pay a charge of £10 per quarter of an hour** to cover the costs of the two staff who are legally required to supervise my child.
* If I do not collect my child by 6.30pm, and the Club has been unable to reach me or any of my emergency contacts, I understand that Little Acorns Clubs will follow the Uncollected Children Policy and contact Social Care. (This policy is available for anyone wanting to read it by emailing littleacornsclubs@yahoo.com)
* Whilst Little Acorns Clubs tries to ensure the safety and security of items, I understand that it cannot be held responsible for loss or damage to my child’s property.
* I have read the Club’s Behaviour Policy and agree to its terms and appreciate that in some circumstances it may be necessary to exclude my child from the Club, and I will pay for any missed sessions unless otherwise agreed with the Manager.
* If there are any accidents or incidents at Little Acorns Clubs involving my child, I will be informed.
* If my child has an accident at the Club, he/she/they will be treated by a qualified first aider and I will be informed as soon as possible. If my child needs urgent medical treatment, a member of staff from Little Acorns Clubs will sign any consent forms necessary for treatment on my behalf, as stated on the Club’s Medical Form.
* Information held by Little Acorns Clubs regarding my child will be treated as confidential. However, in certain circumstances, for example if there are child protection concerns, I understand that the Club has a legal duty to pass certain information on to other agencies, including Police, Social Care and health care professionals.
* I agree to pay my invoice in advance for all booked sessions and understand that if booked sessions are not paid for in advance and by the due date shown on my invoice then Little Acorns Out of School Clubs Ltd reserve the right to cancel my booking. I understand that if I pay my invoice after the due date shown on it then **a £10 late payment charge** will be added to my account for every late payment. If fees remain outstanding I understand my child’s place at breakfast and/or after school club will be cancelled.
* I understand that any sessions I have booked in the month of September every year must be paid for in full for the full month and are non-refundable and I understand that the **14 day cancellation policy is NOT applicable to any sessions I may need to cancel or not require in September**.
* I understand AD-HOC / Extra sessions can be requested by sending an email or text direct to the club. These sessions will be dependent on availability and are subject to a 20% additional admin fee on top of the standard charge for the session being requested. I understand AD-HOC / Extra sessions booked must be paid at time of booking for AD-HOC bookings or for any Extra sessions added these must be paid for on my following months Invoice.
* I understand any extra sessions booked / and extra fees due such as late collection charges or late payment fees will be added to my following months invoice.
* A 10% sibling discount will be applied to any bookings where siblings will be attending the same session on the same day. I understand this discount is not available to AD-HOC and or Extra sessions booked.
* I understand Little Acorns out of School Clubs Ltd reserves the right to review fees annually.
* I will inform the club in writing if anyone other than the main registered parents / carers are collecting my child/ren and that I will be given a password to pass onto the person collecting my child/ren and that my child/ren will not be permitted to leave the care of the club until the password is given.

Please tick the box on the registration page to confirm you have read and understood the above terms and conditions and I agree to abide by them.