

Booking Terms and Conditions

***It is your responsibility to read, understand and abide by these terms and conditions.
Failure to comply with these terms and conditions may result in termination of your contract.***

- **All sessions must be pre-booked online. It is the responsibility of the Parent/Carer to book any sessions they require.**
- Any attendance without pre-booking will be charged the session rate along with an additional £1.00 admin fee per booking.
- Any arrivals prior to your booked session or any late collections after your booked session will be charged accordingly.
- Cancellations of sessions must be made online by the Parent/Carer up to 7 days prior to the session. Any cancellations thereafter will be charged at full price and you must notify the Club Direct of any absence.
- Sessions that have been paid for and not taken cannot be carried forward for use in the future.
- If your child is not collected by 6.15pm there will be a charge of £10.00 per 15 minutes to cover the costs of the two staff that are legally required to stay.
- Refunds will not be issued for non-attendance of pre-booked sessions. Unless this is due to school closures.
- Any late payments will incur a £5.00 late payment fee per week.
- Prices may be subject to change at the Directors discretion.
- Credit in your account wallet cannot be refunded but can be used towards future bookings.
- Where the club has endorsed your claim for Tax Credit, Jozone Kids Club is legally obliged to notify the HMRC if you cease to use the service during the period of your claim unless you give a minimum of 10 days' notice. Your tax credit claim form will indicate that we may be jointly liable for any claim HMRC consider to be fraudulent.
- You give permission for your child to attend Jozone Kids Club Ltd and understand that the club has Policies and Procedures and that there are expectations and obligations relating to both the club and yourself and your child.
- The Out of School Club is a play care facility and during the time in which your child is attending, Jozone Kids Club Ltd is legally responsible for him/her.
- Any information and details regarding your child will be treated as confidential. However, there may be times, for example in cases of child protection concerns, when details of your child may be passed on to other agencies. (For example, police, social care and health care professionals.)
- It is your responsibility to ensure all personal information regarding you and your child (e.g. contact information, medical conditions etc.) are kept accurate and up to date.
- Upon the child's arrival to Jozone Kids Club he/she will be in care of Jozone Kids Club until collected and signed out by a 'Named' responsible adult.
- You must inform the Club Manager/Deputy before the session if you are collecting your child from school or they have not attended school on the day that they are booked in to the club.
- Jozone Kids Club opens at 7.30am and cannot accept children before this time.
- Jozone Kids Club closes at 6.00pm and if for any unforeseen circumstances, the person collecting is going to be late, you must contact the Club Manager as soon as possible to let them know.

- If any child remains at the club at 6.30pm, after doing everything possible to contact parents and emergency contacts, then Jozone Kids Club will be legally required to contact the First Response Team (Social Service).
- Whilst at Jozone Kids Club your child may get involved in messy activities, and therefore you will provide your child with appropriate clothing to accommodate this. Jozone Kids Club will provide aprons to protect clothing as much as possible.
- Whilst we try to ensure that the safety and security of items, we cannot be held responsible for anything lost, damaged or stolen.
- All Parents must read the clubs behaviour policy and agree to its terms and appreciate that in some circumstances it may be necessary for Jozone Kids Club to exclude your child from the club. In the event that this occurs, you are required to pay for these missed sessions.
- Should there be any incidents at Jozone Kids Club involving your child, you will be informed of the situation.
- If your child has an accident, then they will be treated by a qualified first aider and you will be informed of the situation as soon as possible. If there is a situation where your child needs urgent medical treatment and you are unavailable, you give permission for a member of staff from Jozone Kids Club may sign and consent forms necessary for treatment on your behalf.
- Should a child be prescribed medication by the doctor the Parent/Carer must notify the Club Manager before the child attends Jozone Kids Club and complete any necessary forms.
- **Aggressive or abusive behaviour towards staff will not be tolerated.**