



Terms and Conditions

Please read the Entertain Holiday Club Terms and Conditions carefully. If you have any questions regarding our Terms and Conditions please contact us at entertainhc@gmail.com.

1. Registration

- a. Parents must sign and return the Parental Consent form and by doing so confirm that they have read and understood all of Entertain Holiday Club's Terms and Conditions. By signing the Parental Consent form, parents are agreeing to all articles mentioned in the Terms and Conditions.
- b. Parents must fully complete and return the parental consent form before their child starts at the club. Any incomplete sections of the form will result in a delayed start for the child at the club.
- c. Entertain Holiday Club will send a confirmation email, if required, within two weeks of receiving the completed parental consent form to confirm registration for the club.

2. Bookings

- a. We take bookings on a 'First come - First Served' basis up to a maximum daily capacity of 30.
- b. Parents must use the official Entertain Holiday Club booking page on our website www.entertainholidayclub.co.uk when booking a place for their child. If they wish to have a paper copy of the booking form they should request one. We reserve the right to refuse entry to any child who does not have a completed booking form.
- c. We do not run holiday club sessions on Bank Holidays.

3. Invoices and Payments

- a. Invoices will be issued immediately after the booking form is received.
- b. Fees are strictly payable by the date stated in the invoice which will be 14 days before the child's first attendance.
- c. Entertain Holiday Club accepts payments via bank transfer, cash and cheque. All details for payment will be included on each invoice.
- d. No payments will be made for Bank Holidays. Full Week Offers are not available on a week including a Bank Holiday.
- e. Failure to make payment by the scheduled date may result in cancellation and your child's place being offered to another family unless communication has been made with EHC regarding the issue.
- f. Non-payments and outstanding fees may result in legal action.
- g. No changes to Invoices will be made once issued.
- h. Your child must be collected at the club's closing time of 4pm and no later than 4.15pm. Collection after 4.15pm may incur a 'Late Collection Fee' of £10 for every 15 minutes after that time. Continued late collection may result in your child's place on the club being terminated.

4. Absences and Illness

- a. If your child is absent, you should notify EHC at least 10 minutes prior to the club's start time.
- b. If you suspect that your child has an infectious or communicable disease you must notify EHC as soon as possible and they should not attend the club until medical advice is sought with your doctor.
- c. If your child becomes ill while at the club you will be contacted and, should it be necessary, medical attention will be sought.
- d. Any child who has been vomiting and/or has diarrhea must not return to the club until 48 hours after the last bout of the illness.
- e. All absences will be charged at the full rate. However, in the event of long-term illness, please contact us.

5. Behaviour

- a. We reserve the right to suspend and/or exclude any child who persistently behaves in an unacceptable manner.

6. Data Protection

- a. The information you provide us with will be processed electronically for administrative purposes and is subject to the terms of the Data Protection Act 1998.
- b. We will only release personal information to the relevant authorities as required under the legal terms of the Children's Act 1989 and the Childcare Act 2006.

7. Cancellation

- a. Failure to pay fees by the date set out on the invoice may result in your child losing their place.
- b. If cancellation is made in writing more than 14 days prior to your child's first attendance then a full refund will be given if payment has already been made.
- c. If cancellation is requested within or after the 14 day period of your child's first attendance, the full price will remain chargeable even if payment has not been made except in exceptional circumstances.
- d. If booking numbers are low resulting in the club having to be cancelled we will endeavor to give 28 days notice and will issue a full refund for any payments made.
- e. We operate a 'Zero Tolerance' policy. Any threatening/aggressive behaviour from parents towards EHC staff, visitors or other parents etc. will result in the parent being excluded from the club. This may include the exclusion of the child.
- f. You may terminate the agreement if we have breached our obligations under the Terms and Conditions.

8. First Aid

- a. Our lead staff are first aid qualified and will administer first aid to any child in our care should they need it as well as contact emergency services when needed. Essential prescribed medication should be handed in to staff for safe keeping and a further medical form must be completed for our staff to be able to administer medication.
- b. Please alert our staff if your child carries an Epipen or has any specific allergies.

9. General

- a. If you have concerns with the service we provide you must contact one of the club's managers first.
- b. Entertain Holiday Club is not part of The Greneway School.
- c. In the event of an emergency closure or emergency early closure you will be informed as soon as possible of the closure.
- d. Your child will only be released to you or a person named by you to us in writing. Under no circumstances will your child be released to any person that has not been specified by you or any person under the age of 16.
- e. If you wish for your child to make their own way to and from the club then you must put this in writing to us at entertainhc@gmail.com.
- f. EHC will not be held liable for the closure of the club due to a third party action or unforeseen circumstances. If we are closed due to adverse weather conditions or third party action, parents will be notified as soon as possible.
- g. We ask that parents/carers send their child with appropriate clothing and equipment for the weather conditions and activities timetabled for the day. (Sunscreen, sun hat, filled water bottle, packed lunch, snacks,
- h. Staff are vetted using the Disclosure and Barring Services (DBS).
- i. All children are covered by our specialist holiday club Public Liability Insurance.
- j. If your child damages any property or equipment as a result of improper use, parents will be expected to cover the costs incurred.
- k. EHC accepts no responsibility for the loss, damage or breakage of valuable or precious items. Items of value brought to the club are the responsibility of the parent/carer and child and we ask that discretion is used when allowing a child to bring a precious item to the club.
- l. We ask that mobile phones are not brought to the club. They will not be allowed to be used on the day and should be stored in the child's bag.
- m. Please be aware that we will occasionally take photographs/videos for promotional purposes at the camp. If you do not wish your child to be included in this then please state on the parental consent form before hand. Children should not take photos or share on any social networking sites.

Terms and conditions are subject to review and any changes will be given in writing.