



# SSUK

## TERMS AND CONDITIONS

Terms and Conditions have been designed to ensure that we are able to offer the best service possible to both parents and the children in our care whilst ensuring the company is able to function in a fair and transparent manner.

Our aim is to deliver engaging, creative and rewarding courses and events for children set in a safe, friendly, relaxed atmosphere, with the wellbeing of the children that attend at the heart of all we do.

**Regular Bookings:** When making a regular booking your annual amount and monthly amount will be displayed on the booking form. Please make a note of this or take a screenshot. You will be required to set up a standing order on the 1<sup>st</sup> day of each month with your last payment on 1<sup>st</sup> July 2020. If by error you do not cancel your standing order and you make a payment in August, the amount will be deducted from your next annual bill and your monthly payments will be reduced.

**Payments:** Payments should be made by standing order only for regular bookings and via our online payment system for ad hoc bookings.

**Ad Hoc Bookings** Payments should be made at the point of booking; we do not accept voucher payments for ad hoc bookings.

**Refunds and Credit:** We do not refund or credit for days missed or cancelled or in the event that the school or childcare club is cancelled for safety reasons.

**Late Payments:** Late payments will be issued with a £30 fee. We reserve the right to suspend or cancel a place if payments are repeatedly made late.

**Cancelation of Your Booking:** If you wish to cancel your child's regular booking, we require 4 weeks' notice by e-mail.

**Late Collection:** If your child is collected late, you will be charged £1 for every additional minute. Notification of this charge will be sent to you within 24 hours by text. Payment is due within 24 hours and should be paid by bank transfer. Consistent lateness is considered to be 3 times within a 6-week period. This may result in our offer of a place being withdrawn.

**Photo Consent:** We may take photos for our website or other promotions that show children taking part in activities. Please can you inform us by e-mail if you do not give permission for your child to appear on our website.

**Medical:** We require the details of any medical, physical, psychological or social issues, all information given will help us to understand your child's needs and enable us to deliver the best possible care. Please can you inform us by e-mail if you do not give permission for your child to be given Calpol should they be unwell. Please ensure all contact details are up to date.

**Liability:** We will take all reasonable measures to ensure your child is safe at all times. We do not accept liability for loss, theft, damage or injury that may occur whilst in our care.

**Exclusion Policy:** SSUK operate an inclusive setting where all children are welcome regardless of their race, religion, culture, sex, ability, disability, social background etc. We do however, reserve the right to refuse a place or exclude a child for a short period of time or permanently if a child's behaviour was having a continued negative impact or putting at risk the other children in our care and or the staff.

