



# SSUK

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## Terms and Conditions of SSUK Ltd

**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 events and courses for children set in a safe, friendly, relaxed atmosphere, with the well-being of the children that attend is at the heart of all we do.

Requested days/dates All bookings must be made through our website with payment

**Regular booking's** When making a regular booking you annual amount and monthly amount will be displayed on the booking form and in the manage my booking. You will receive a confirmation of your booking with your monthly amount to be paid, this will act as your invoice. You will be required to set up a standing order for the 1<sup>st</sup> of each month with your last payment in July. We do not send out monthly invoices

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

**Holiday courses** Payment should be made at point of booking, voucher payments should be made at least 5 days prior to the start of the holiday course.

Cost per day/session rates can be found on the course booking forms on our website. Late payments payments received after the due date without prior arrangement will receive a £30 late fee charge.

**Suspension of place** payments not received after 7 of the month without prior arrangement will result in a suspension of your child's place. Suspended places can only be resumed on the of the following month providing all outstanding payments

**Cancelled days** Our staffing ratios are set around the number of children booked for each day. With this in mind, we do not credit or refund for cancelled days. If your child has been absent from school for more than 2 consecutive days due to illness and you have notified us of your child's absence each day we will offer credit. If you wish to cancel your child's place we require 4 weeks notice

**Late collection** Collection time is between 5.30-6.00pm. If your child is collected late, you will be charged £5, for every additional 5 minutes beyond 6pm. Notification of this charge will be sent to you within 24 hours by text. Payment is due within 48 hours. Consistent lateness is considered to be 3 times in one month, or 2 times in one week or on one course. This may result in our offer of a place being withdrawn. Note holiday course times may vary please check website for start and finish times.

**Photo consent** We may take photos for our website or other promotion's 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 or 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 for the following reasons

- If a child continually uses inappropriate language (swearing).
- If a child continually makes inappropriate remarks, such as racist or sexual both.
- If a child is likely to cause harm to other children in the setting.
- If a child refuses to listen to the supervising adult.
- If a child is found to be stealing from staff or other children within our setting.

We would only exclude a child if their behavior was very severe and having a continued negative impact or putting at risk the other children in our care and or the staff.

