



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 Payments:

Regular bookings require a standing order to be set up on the 1st of each month with your last payment on 1st July. 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. Please note children can only attend childcare if they have been present at school during the day.

Ad Hoc Booking Payments: Payments must be made at 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, cancelled or in the event that the school or childcare club is closed for measures outside of our control.

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.

Cancellation of Your Booking: If you wish to cancel your child's regular booking, we require 4 school weeks' notice by e-mail. All regular bookings automatically expire on the last day of the school year; you will then be required to complete a new booking by 1st August for the new school year.

Late Collection: If your child is collected late, you will be charged a minimum of £10 and £1 for every additional minute thereafter. 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 This may result in our offer of a place being withdrawn.

Additional Needs: It is your responsibility to ensure that you provide us with the details of any medical, physical, psychological or social issue including additional support your child receives during the school day. All information given will help us to understand your child's needs and enable us to deliver the best possible care.

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 their behaviour is having a continued negative impact or placing children or staff at risk. We are not able to provide a 1:1 support service.