

## **Terms and Conditions of SSUK Ltd**

Our 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 at the heart of all we do. Our terms and conditions are aided by our Policies and Procedures

### **Cancelled days**

Our staffing ratios are set around the number of children booked for each day. We do not credit or refund for cancelled days.

### **Absence through illness**

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 5.00-6.00pm. If your child is collected late, you will be charged £5, for every additional 5 minutes beyond 6.00pm. Notification of this charge will be sent to you within 24 hours by text. Payment is due before the next time your child attends. Consistent lateness is 3 times in one month, or twice in one week. This may result in our offer of a place being withdrawn.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.

### **Late payments**

Payments received after the due date without prior arrangement will receive a £30 late fee charge. Payments not received after the 7<sup>th</sup> of the month without prior arrangement will result in a suspension of your child's place. Suspended places can only be resumed on the 1<sup>st</sup> of the following month providing all outstanding payments have been made.

### **Regular booking's**

You are required to set up a standing order for the 1<sup>st</sup> of each month. 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 collection charge apply.

### **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 or social media.

### **Medical**

We require the details of any medical, physical, psychological or social issues, which may 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.

### **Date protection**

Please note that we work closely with your child's school and will share information deemed relevant to ensure your child's continued wellbeing.

### **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.