



Terms and Conditions – Wrap Around Care

When you book with AK-tivities there's an agreement between us. No number of words, however, are as effective as a good, open and honest relationship - that's what we want with you. Your expectations should be high, and we'll always aim to exceed them. If things go wrong, for any reason, we'll work hard to put them right - quickly and effectively.

For holiday camp booking conditions, please see from page 5 onwards.

1. Payment & Agreement

The agreement between you and AK-tivities begins at the point where a payment is made, whether in part or full, and is when these booking conditions apply from. This agreement is with you, as the person who made the booking, and you are responsible for ensuring any parent/carer relating to this booking are aware of, and accept, these booking conditions.

2. Payments

We accept payment by credit/debit card, Childcare Vouchers and Tax-Free childcare. Bookings can also be set up to be paid monthly by standing order. Unfortunately, we cannot accept payments by American Express, PayPal or cheque. There are no charges for credit/debit cards. All card details are encrypted and stored for use with future bookings. We require a **48-hours'** notice period for bookings to allow us to ensure the club is suitably staffed for child numbers. We are unable to accept bookings that start within a 48-hour period. Bookings paid for by card will be cancelled if the **£10** deposit is not paid within **2 hours** of the booking being made. Any credit notes issued are valid for 12 months from date of issue (**please see point 7 for Cancellations**). Payments must be made prior to attending the setting. Card payment standing orders will be taken automatically on the due date unless alternative prior arrangements are made. All balances must be cleared before children can attend the club.

3. Childcare Vouchers & Tax-Free Childcare

Please allow up to 14 working days for Childcare Vouchers to reach us and use your Booking ID and child's name as a reference. If paying with Tax-Free childcare, please enter the long reference number for this payment at the time of booking so we can identify and allocate the payment. If you do not have this reference number at the time of booking, please notify us of this by email within 24 hours of completing the booking. **If booking within 14 days of the booking start date, please be mindful we may not receive your payment before the start date. If your Magic Booking account shows an already overdue balance, the system may NOT allow you to make another booking until that balance is settled.**

4. Confirmation

Your Booking Confirmation confirms what you have booked. Please check it, including dates, location and child details. Responsibility for all booking details lies with the person who made the booking. Consumer Rights - as you're booking a service with specific dates, the 14-day cooling off period does not apply, however if your confirmation is not what you expected please tell us within 5 working days, we'll change it if we can, or refund you if we can't. After 5 working days our normal cancellation and booking amendment terms will apply.

5. Offers

We offer a sibling discount at 5% for families with 2+ children being booked onto our club.

6. Changing Weeks/Days

Families are able to amend booking dates up to **4 weeks** before the start date of the initial booking and subject to availability. Once within 4 weeks of the start date of your booking, changes are not possible and our normal cancellation and booking amendment terms will apply.

7. Cancellations and Curtailment

Cancellation/amendments of dates must be made **4 weeks** prior to the start date of the booking you wish to cancel or amend. Places that are cancelled more than 4 weeks before the start date of a booking will receive a credit note to use towards future sessions. Bookings that are cancelled less than 4 weeks before the start date of a booking will not receive a refund or credit note for any payments in part or full under any circumstances. Where the full balance has not yet been paid and part of a booking is cancelled, the deposit for this part will be retained and cannot be used as part payment towards the remaining balance of this or other bookings.

8. Photography / Video footage

We may take photographs and video footage at club to use for training and promotional purposes. Where possible, we will post photos to our social media platforms for you to view, but please note we cannot guarantee your child will appear on these. To exclude your child from photos and videos, we must be informed via the online consent forms when registering a child on Magic Booking.

9. Health and Safety

At the time of booking, it is the responsibility of the parent/guardian to supply us with full information relating to the child's physical and mental health, including an EHCP if the child has one. In order to maintain appropriate standards of health and safety, if your child has additional needs you will need to discuss these with us in advance of booking to ensure our staff can fully support your child. Children with certain medical, physical or behavioural conditions or those who cannot demonstrate the required skill to take part safely may not be able to participate in some activities. Activities will provide all standard equipment required for the activity sessions. On the rare occasion the equipment provided does not meet the needs of an individual child, they may not be able to partake in that activity on safety grounds. In this instance, we will try to adapt the activity and if not possible we will offer a suitable alternative activity. We have a duty of care to ensure we can keep children safe at all times, so where English is not the child's first language, they must have a suitable level of understanding to ensure they can follow instructions from staff to keep themselves and others safe and communicate if they are unwell/injured. To help prevent the spread of illness/disease, children must not attend club if they are ill or infectious or been in contact with someone who has recently been diagnosed with an infectious illness/disease.

10. Your Child's Information

At the time of booking, full and accurate information about the child's DOB, medical, physical or behavioural needs, or any other additional needs, must be provided. In some cases, we may ask for a meeting prior to the child's first day at club to discuss how we can best support your child. Failure to do so may result in the child being prohibited from certain activities. In some circumstances we may have to cancel the booking and no refund will be paid.

11. Child Protection

AK-tivities' staff have a duty to respond if they suspect a child may be suffering from or makes a disclosure about abuse. In this event staff will contact the school SENCO, relevant local authorities and act on their advice.

12. Child Drop/Collection

Children attending club must be dropped off and picked up by parents and guardians aged 16+ who are named as an approved collector on their account. Approved collectors can be listed during the registration of your child on Magic Booking. A collection password will be enforced and must be provided at collection to ensure children are picked up by approved collectors. Failure to provide the password may mean we are unable to release the child until we have made contact with the relevant parties. This password can be set up on parent accounts on Magic Booking.

13. Liability and Personal Property

AK-tivities does not accept liability for personal injury or the death of any person unless directly caused by the proven negligence of the company or its servants, in this event our liability insurance provides cover of up to £10 million. AK-tivities will not take responsibility for the loss or damage of any items of personal property brought onto the club.

14. Exclusions and Late Collection

AK-tivities reserves the right to decline/cancel a booking or exclude any child for any reason at its absolute discretion if the behaviour of the child is considered to be dangerous or inappropriate. No refund will be made for days missed and no compensation will be made for any other costs or losses incurred as a result. Please note: exclusion may also result due to persistent late collection. (We are only registered to have children on site until 6pm.) Where children are collected after 6pm we will automatically apply a **'Late' fee of £5** per 5 minutes to your account.

15. Programme and Activities

From time to time, we may need to amend our activities, services, dates and venues for reasons within or outside our control, for example, (but not limited to) fire, natural disaster, health outbreak, infection management, pandemic restrictions, staff shortages, strike, riots, acts/threats of terrorism, war, etc. In these circumstances, parents may choose to transfer bookings to alternative dates as advertised at that time by AK-tivities, subject to other conditions contained herein. If no suitable alternative can be found, a credit note or refund will be offered. Compensation will not be offered under any circumstances. Please note that not all activities appear on the timetable daily, therefore if you are booking individual days, we cannot guarantee specific activities on specific days.

18. Surcharge

AK-tivities reserves the right to surcharge published prices if there is an increase in the rate of VAT above 20% prior to the commencement of the club.

19. Policies and Procedures

Copies of AK-tivities' approved policies and procedures are held at club and Central Office and are available on request.

20. Complaints

AK-tivities is committed to ensuring every child receives a high-quality experience. If you or your child are not entirely satisfied with the service we provide, then we want to be the first to know. If there's a problem while your child is still at the club, we can almost always resolve it. We cannot change the situation after the event, so please talk to the club Manager promptly if you have any complaints. If your child is still at club and the problem persists, please contact our Central Office Team. If the problem is still not resolved, please write to our Central Office within 10 days of your child's last day with us. You can be assured that your complaint will be taken very seriously. In the unlikely event your complaint is still unresolved, you may wish to contact Hemingford Grey Primary School directly on **01480 375040**. Alternatively, you may wish to contact Ofsted on **0300 123 1231** or write to Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD. Refunds and compensation will only be made if AK-tivities is proven to have been in breach of these terms and conditions, and it is proven further that they were not capable of remedying that breach and as a result the child was withdrawn from the club. Please note: verbal abuse of office or club staff will not be tolerated and bookings will be cancelled with immediate effect.

21. Data Protection

AK-tivities acts as a Data Controller for the purposes of the GDPR. To process your booking, we need to collect personal details about you and all the children on your booking. It is your responsibility to ensure that you have permission to pass on these details. Additionally, we'd like to hold and use some of your details for future marketing purposes (full details of how we may use your data are available in our Privacy Policy); we'll ask for your consent to this when you register your details with us. From time to time, we may also send you information about other third-party products and services you may find of interest.

Terms and Conditions – Holiday Camps

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1. Payment & Agreement

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2. Payments

We accept payment by credit/debit card, Childcare Vouchers and Tax-Free childcare. Unfortunately, we cannot accept payments by American Express, PayPal or cheque. There are no charges for credit/debit cards. All card details are encrypted and stored for use with future bookings. Payments must be made prior to attending the setting. Failure to make payment prior to your children attend camp will result in refusal at registration. All balances must be cleared before children can attend the camp.

3. Childcare Vouchers & Tax-Free Childcare

Please allow up to 14 working days for Childcare Vouchers to reach us and use your Booking ID and child's name as a reference. If paying with Tax-Free childcare, please enter the long reference number for this payment at the time of booking so we can identify and allocate the payment. If you do not have this reference number at the time of booking, please notify us of this by email within 24 hours of completing the booking. **If booking within 14 days of the booking start date you may be required to pay by a credit/debit card 24 hours before the booking** and then be reimbursed once we receive your Vouchers/Tax-Free childcare payment.

4. Confirmation

Your Booking Confirmation confirms what you have booked. Please check it, including dates, location and child details. Responsibility for all booking details lies with the person who made the booking. If your confirmation is not what you expected please tell us within 30 working days, we'll change it if we can, or refund you if we can't. **Please note we cannot alter or refund any dates if there is less than 48 hours notice before the booked date occurs and our cancellation policy will be in effect.**

5. Offers

We offer a 10% early bird discount which will expire 2 weeks before the 1st day camps commence.

6. Changing Weeks/Days

Families are able to request an amendment to booking dates up to **48 hours** before the start date of the initial booking and subject to availability. Once within 48 hours of the start date of your booking, changes are not possible and our normal cancellation and booking amendment terms will apply.

7. Cancellations and Curtailment

We require **48 hours' notice** to issue any cancellations/amendments of dates subject to availability. Places that are cancelled more than 48 hours before the start date of a booking have the option of moving their booking to an alternative date or a full refund. Bookings that are cancelled less than 48 hours before the start date of a booking will **not** receive a refund or credit note for any payments in part or full under any circumstances.

8. Photography / Video footage

We may take photographs and video footage at camp to use for training and promotional purposes. Where possible, we will post photos to our social media platforms for you to view, but please note we cannot guarantee your child will appear on these. To exclude your child from photos and videos, we must be informed via the online consent forms families fill out when registering a child on Class for Kids.

9. Health and Safety

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13. Liability and Personal Property

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unlikely event your complaint is still unresolved, you may wish to contact Ofsted on **0300 123 1231** or write to Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD. Refunds and compensation will only be made if AK-tivities is proven to have been in breach of these terms and conditions, and it is proven further that they were not capable of remedying that breach and as a result the child was withdrawn from the camp. Please note: verbal abuse of office or camp staff will not be tolerated and bookings will be cancelled with immediate effect.

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