

# TERMS & CONDITIONS



1. On arrival, all children taking part in Holiday Club must report to the leaders to be registered. Children under the age of 8 must be signed in by their parent/carer. Those who attend over 8's who are not accompanied in to the hall by their parent/carer remain the responsibility of their parent/carer until they have been signed in.
2. It is the responsibility of the parent/carer to sign their children in and out at the beginning and the end of the day, unless written permission is provided for an over 8 child. Please be advised that drop off before 9am will incur an early drop off charge. We offer an early drop off from 8am.
3. Additional charges will also be made for any children not collected on time. Any collection after 5pm will incur a late pick up charge. We offer late pick up until 6pm for an additional charge.
4. No children will be allowed to leave the facility and go home on their own, or meet their parent/carer outside the pickup/drop off room, unless the leaders have been provided with a letter giving permission specifying clearly the terms under which they can leave, i.e. time and day etc. This applies to children aged 8 years +.
5. Staff will not be held responsible for any over 8 children who choose to leave without telling any staff members. Registers are taken at least three times a day, parents/carers will be informed of any problems as soon as possible.
6. Lunch boxes are not cold stored.
7. No lunch box/snack should include nuts/eggs due to the increasing number and severity of allergies. Please also ensure your child's 'lunch box' is clearly labelled.
8. In sunny/hot weather all children must be provided with a hat and appropriate sun cream, or suitable clothing to protect them from the sun, so that they may take part in any outdoor activities.
9. Children should always wear footwear which is suitable for physical activity i.e. trainers and socks.
10. Within Holiday Club the over 8 children have the opportunity to spend an hour in the pool for Fun Swim. Those not taking part may be required to sit in the viewing areas of the pool. Some areas of the pool hall are available for adults to use during this time. In completing the booking form you confirm that your son/daughter identified on the booking form is capable of swimming a minimum of one width of the pool (17.5m) in water which would be considered out of depth, without the use of swim aids.
11. Mobile Phones, Game Boys and all other electronic toys are banned from Holiday Club, if children bring any electricals it must stay in their bags and they take full responsibility for them.
12. Lockers are provided within the centre, but it is the children's responsibility for their own valuables.
13. InspireAll are unable to administer any medication unless our procedures are followed. Please contact Reception for more information prior to booking.
14. For the wellbeing of all children and staff, InspireAll will not accept any child who has suffered from a contagious illness within the past 48 hours. This includes nausea, diarrhoea, thrush, conjunctivitis or head lice.
15. Please ensure you have discussed any known behavioural related conditions, ie ADHD, Autism, with a Duty Manager and add details on your booking form. Also inform the Head Play Leader on arrival. Please be advised that we are unable to maintain responsibility for any child who is identified as needing one to one support.

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16. In the event of unacceptable behaviour i.e. swearing, or abuse of any form to another child or member of staff the child will be spoken to and may be asked to sit out of activities for a period of time and be issued with a warning. All behavioural related incidents will be recorded as part of a behavioural management policy/kid zone policy. In the event of persistent unacceptable behaviour the Leaders may deem it necessary to telephone the parent/carer and ask them to collect their child.
17. InspireAll reserves the right to exclude or refuse any child from our holiday activities at any time during or prior to the activity if, in our opinion, that child is incompatible with the general wellbeing of the activity or group. Any additional costs will be at the parents/carers expense.
18. InspireAll is committed to the happiness and wellbeing of all children in our care. Any instances of bullying will be dealt with as a matter of urgency. We would encourage parents and children to discuss any problems or worries that they/their child may be having with the Leaders as soon as possible so that appropriate action may be discussed and implemented. If we don't know about it – we can't help solve the problem!
19. InspireAll operates a policy of equal opportunity for everyone in the community. This means that all children in our care will be treated fairly and equally in all respects.
20. Parents should be aware that some activities, e.g. trampolining, carry a certain element of risk. InspireAll is committed to the health and safety of all its customers and endeavours to ensure that any such risk is kept to a minimum. Booking a child onto the Holiday Club means you take responsibility to allow them to participate in all activities.
21. All staff are trained and committed to the safety and wellbeing of the children in their care, thus any concerns regarding the children would be referred to the relevant agencies.
22. InspireAll have safeguarding children, lost and uncollected children procedures, which will be followed where necessary. Please contact Reception if you require any further information.
23. Bookings are not refundable or transferable and children MUST have had their fifth birthday before attending any under 8's Holiday Clubs.
24. In the event of a personal emergency or if you need to contact your Centre for any reason, please call: Furzeffield 01707 850500, Bushey Grove 01923 470140, William Penn 01923 771050, The Centre 020 8428 4954.
25. InspireAll operates a Customer Comments system, which encourages customers to give feedback and inform us of any compliments, suggestions or complaints about any service within the centre. Alternatively customers may ask to speak to the Duty Manager at reception.
26. Our Holiday Club are registered with Ofsted who have a complaints procedure.  
OFSTED, Piccadilly Gate, Store Street, Manchester, M1 2WD. Tel No: 0300 123 1231, E-mail: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

The Ofsted registration numbers are as follows: Furzeffield Leisure Centre 130588, Bushey Grove Leisure Centre 130497, William Penn Leisure Centre 330014, and The Centre Leisure Centre 498542.