Fun Science Holiday Club Terms and Conditions

1. Bookings

Bookings made online or by telephone will be confirmed by email. A booking is confirmed when we receive the appropriate payment and confirmation may take up to 5 days. If you do not pay within 5 days of booking, your space may be given away.

2. Payments

Payments must be made in advance of the club date. In the event that you have payments outstanding after your child has attended a holiday club with us these must be made within 5 days of the club.

3. Paying with Childcare Vouchers

Some branches and venues may accept payment via the Government Tax-free Childcare scheme and childcare vouchers but not all do. Please check with your local branch before booking.

4. Changing your booking

We may allow you to change your booking to another session subject to availability, staffing and equipment availability. All changes must be made at least 7 days before your child is due to attend the club and we reserve the right to refuse changes before this time.

5. Cancellations

We understand that from time to time you may need to cancel your child's after-school club space. Please note that we determine whether a club is viable based on the number of children booked in. Cancellations at short notice can affect whether a club can run, so full refunds are not always possible.

- **More than 14 days before the club begins:**
  You will receive a **full refund minus a 5% booking fee** (or the **£1.50 fixed booking fee** if paid via iPal). This fee applies to all cancellations, including accidental or duplicate bookings, to cover payment processing and bank charges. Alternatively, you may choose a **100% credit note** to use towards a future club.

- **7 to 13 days before the club begins:**
  You will receive either a **50% cash refund** or a **100% credit note** for future use.

- **Less than 7 days before the club begins:**
  No refund will be given. However, you may **transfer your space to another child** at no extra cost.

Once a club has **started**, refunds are **no longer available**, even if you have booked a block of sessions (e.g., a term). In this case, your space can still be passed to another child at no extra cost.

In the unlikely event that we have to cancel a club or change venue we will inform you as soon as we find out that the session will have to be cancelled/changed. In the case of any cancellation by us or change to venue that means the club is no longer suitable for you, we will offer you the choice of a full refund or the option to transfer your space to another session.

6. Stay and Play

Some holiday clubs also offer additional ‘stay and play’ sessions before and/or after the main day. These can often be added on after booking subject to availability. Please contact us to request to book these additional hours. These hours are subject to our cancellation policy as above

7. Sibling Discounts

Sibling discounts can be applied to any booking of multiple children who are either half or full siblings or who live in the same household.

8. Your child’s information

It is the responsibility of the person making the booking to ensure that all details provided are accurate, in particular full information about each child, including medical and other special educational needs, and emergency contact information. We cannot be held responsible for any issues arising as a result of misinformation being given.

9. International Bookings

If you are booking from overseas, we require a local telephone contact number once you are in the UK, in case of an emergency. If you are unable to pay by bank transfer, please contact your local branch for alternative payment options.

10. One-to-one support

It is our policy to never exclude a child for any reasons including special educational needs, however we are not able to provide 1:1 support. If you believe that your child requires 1:1 support we would be happy for an adult to attend the club to support them subject to a clear DBS check and complying with our child protection policy. If you would like to discuss your child’s needs and how we can best accommodate them, please do contact us before booking.

11. Illness and First Aid

All children who are ill or infectious must be kept home for the full duration of their illness, and for 48 hours after the last symptom occurs. In the event of an accident, first aid will be administered to children in our care, and the emergency services will be called if necessary. All personal medication must be named and must be handed into the club organiser at drop-off so it can be kept safely. If a child falls ill at our holiday club, we reserve the right to

ask you to come and collect them and to exclude them from activities if it is deemed necessary for the safety and wellbeing of the other children. In this case, a refund will not be given. We will always ensure all children, including those who are unwell, are given the best possible care in line with all recommendations.
We must be informed about all allergies and any required medication (Epi-pen, Piriton etc.) must be brought to the session and handed in to the club organiser. We do ask that all packed lunches and snacks are nut-free and check all equipment and ingredients

used in the session for relevant allergens, however we cannot guarantee an allergenfree environment. We do not allow the sharing of food between the children. If you would like to discuss your child's allergies with us before booking then please do get in touch.

12. Personal Property

We do not recommend that children bring personal toys or valuables that could be lost or damaged and take no responsibility for any personal property. If you believe your child has lost an item after one of our holiday club days please contact us as soon as possible. Lost property will be kept for 7 days after each club has finished.

13. Mobile Phones and Electronic Devices

We do not recommend that children bring mobile phones or electronic devices to our holiday clubs due to the risk that they may be lost or damaged. We take no responsibility for these items. Children must not take photos of other children on mobile phones or other electronic devices. If we suspect that this is taking place, the device will be confiscated and returned to the adult picking them up.

14. Safeguarding

Fun Science has legal obligations in relation to safeguarding and any suggestion of child abuse or neglect will be investigated and reported if we feel this is necessary.

15. Data Protection

To process your booking, we need to collect personal details about you and your children. We will treat it as confidential and keep it secure, complying with all relevant UK legislation. We will use your email address and telephone number to contact you with information that relates to any bookings that you make and any information that we might need that relates to the welfare of your child. If you consent during the booking process, we will also use your email address to keep you informed about upcoming holiday clubs. You may unsubscribe at any time.

16. Age Suitability

Our activities are suitable for the ages they are advertised for. We reserve the right to cancel a booking if we discover that the child's age does not fall within the advertised age range. This is important for the safety and wellbeing of all children.

17. Behaviour

We have a few clear and simple rules at Fun Science which keep the children safe and ensure that everyone has a good time. We reserve the right to ask you to come and collect your child if their behaviour is consistently disruptive or if they are at risk of causing harm to
themselves, other children or adults. In this case, no refund will be offered. We also reserve the right to refuse future bookings for children who have been disruptive at previous clubs.

18. Late pick-up

It's important that you pick your child up at the advertised time as we incur additional staffing and hall hire costs if we have to wait for late parents. We reserve the right to charge a per-family fee of £5 for every 15 minutes that you are late. I.e. if you are 45 minutes late we would charge a fee of £15. If this is not paid, your child will no longer be able to attend Fun Science.