

The Kidz Lounge Limited – Holiday Club Terms & Conditions

Holiday Club Provision

Ofsted Registration Number: 2695275

These Terms & Conditions form an agreement between The Kidz Lounge Limited and the parent/carer of the registered child/children.

By registering your child and booking sessions at The Kidz Lounge Holiday Club, you agree to the following terms.

1. Registration & Attendance

Parents/carers consent for their child to attend The Kidz Lounge Holiday Club and understand that the Club operates under a range of policies and procedures which are available upon request and via our website.

Parents/carers agree to:

- Provide accurate registration information
- Keep all contact, medical and emergency details up to date
- Inform management of any changes to their child's needs

Children remain under the legal care and supervision of The Kidz Lounge staff whilst attending the Holiday Club.

2. Bookings

All holiday club sessions must be booked and paid for in advance through our online booking system.

To enable staffing, activity planning and food ordering, bookings must be made no later than **one week before attendance**.

Bookings requested after this time may only be accepted at the discretion of management and subject to availability.

Places are allocated on a first-come, first-served basis.

3. Fees & Payments

All sessions must be paid for at the time of booking.

Bookings are considered confirmed once payment has been received.

Holiday Club bookings are **non-refundable and non-transferable** unless otherwise agreed by management in exceptional circumstances.

Failure to make payment will result in the booking being cancelled.

4. HAF Funded Places

The Kidz Lounge is pleased to offer a number of places through the Holiday Activities and Food (HAF) Programme where funding is available.

Parents/carers accessing HAF-funded places must comply with all programme requirements and booking conditions.

Additional hours, meals or activities outside the funded entitlement may be chargeable.

5. Collection Arrangements

Children will only be released to adults authorised on the child's registration form unless prior arrangements have been agreed with management.

Where somebody different is collecting, parents/carers must notify the Club in advance. Staff may request:

- A collection password
- Photographic identification

If no notification has been received, staff reserve the right to refuse collection until confirmation has been obtained from the main parent/carer.

6. Late Collection

The Holiday Club closes promptly at the advertised closing time.

Parents/carers must contact the Club as soon as possible if they are delayed.

Late collection charges apply at:

- **£10 per 15 minutes or part thereof**

Persistent late collection may result in future bookings being refused.

If a child has not been collected and staff are unable to contact parents/carers or emergency contacts, the Club will follow its Uncollected Child Procedure, which may include contacting Children's Social Care.

7. Illness & Infection Control

Children who are unwell or have a contagious illness must not attend the Holiday Club.

Parents/carers agree to follow current UK Health Security Agency guidance regarding exclusion periods.

No refunds will be given for sessions missed due to illness.

The Club reserves the right to refuse admission or request collection of a child who appears too unwell to participate safely.

8. Medical Needs & Medication

Parents/carers must inform the Club of any:

- Medical conditions
- Allergies
- Dietary requirements
- Additional needs
- Medication requirements

Any medication required during the day, including:

- Inhalers
- EpiPens
- Prescribed medication

must be provided before the child can be accepted into the setting.

Medication must be clearly labelled with the child's name and accompanied by the relevant medication forms where required.

Failure to provide essential medication may result in the child being unable to attend.

9. Food & Dietary Requirements

Children attending Holiday Club will be provided with food and drinks as outlined within the holiday programme.

Parents/carers must inform the Club of any allergies, intolerances or dietary requirements before attendance.

For safeguarding and allergy management reasons, food should not be brought into the setting unless agreed in advance with management.

10. Behaviour Expectations

The Kidz Lounge promotes a safe, respectful and inclusive environment for all children.

Parents/carers agree to support the Club's Behaviour Management Policy.

Where behaviour places others at risk or seriously affects the safe operation of the Holiday Club, The Kidz Lounge reserves the right to:

- Implement behaviour support strategies
- Request collection of a child
- Suspend future attendance
- Refuse further bookings in exceptional circumstances

Aggressive, threatening or abusive behaviour towards staff, children or other families will not be tolerated.

No refunds will be issued where attendance is terminated due to behaviour concerns.

11. Clothing & Personal Belongings

Children will take part in a range of indoor, outdoor, active, creative and messy play experiences.

Parents/carers should ensure children attend in:

- Comfortable clothing
- Suitable footwear
- Weather-appropriate clothing

During warmer weather, children should arrive with:

- Sun cream already applied
- A named bottle of sun cream for reapplication where required
- A sun hat

The Kidz Lounge cannot accept responsibility for loss, theft or damage to personal belongings.

All items should be clearly labelled.

12. Accidents & Emergency Treatment

Qualified first aiders are available at all times.

Parents/carers will be informed of any significant accidents, incidents or injuries involving their child.

In an emergency, where parents/carers cannot be contacted, staff may seek emergency medical treatment on behalf of the child in accordance with permissions provided during registration.

13. Safeguarding & Confidentiality

The Kidz Lounge is committed to safeguarding and promoting the welfare of all children.

Information relating to children and families will be processed in accordance with UK GDPR and the Club's Privacy Notice. Where safeguarding concerns arise, information may be shared with relevant agencies including:

- Children's Social Care
- Police
- Ofsted
- Health Professionals
- Safeguarding Partners

14. Policy Agreement

By registering and booking sessions with The Kidz Lounge Holiday Club, parents/carers confirm they have read, understood and agree to comply with:

- These Terms & Conditions

- The Club's policies and procedures
- Any future reasonable amendments communicated by management

The Kidz Lounge reserves the right to amend these Terms & Conditions where necessary.