

**Our Terms and Conditions are designed to help us give your child a safe, secure and happy time with us. Please read them carefully.**

## **Bookings, cancellations & payments**

### **Holiday Camps**

**Payment for holiday camps:** Payment for holiday camps must be made in full at the time of booking.

**Cancelling a camp session:** If you cancel a session giving more than 1 week of notice **prior to the first day of the camp** we will credit your Pioneer Account to the value of the session(s) cancelled. Any cancellations made after this deadline will not be eligible for credit or refund. Credit can be retained on your account and used to book additional childcare (both term time and holidays), or can be refunded upon request.

### **Term time childcare – ad hoc bookings**

**Payments for ad-hoc term time care:** Payments for ad-hoc term time care must be made in full at the time of booking.

**Cancelling a term time ad hoc session:** If you cancel a session giving more than 1 week of notice we will credit your Pioneer Account to the value of the session(s) cancelled. For example, to receive a refund/credit for a session on Wednesday, this will need to be cancelled by Tuesday of the previous week. Any cancellations made after this deadline will not be eligible for credit or refund. Credit can be retained on your account and used to book additional childcare (both term time and holidays), or can be refunded upon request.

### **Term time childcare – permanent bookings**

**Payment for permanent term time care:** In return for Pioneer Childcare providing breakfast and/or after school care to the Child, the Parent agrees to pay the agreed fee, monthly, in advance. Payment is due in full by the 1<sup>st</sup> working day of the month, and will be taken automatically. It is the Parent's responsibility to ensure sufficient funds are available via their default debit card, Pioneer Account balance or a combination of both.

**A £25 administration fee will be levied each month payment is not made on time.** This will be payable immediately. Repeated late payments or failure to pay a late fine may result in a withdrawal of the service.

**Multi-day discount:** applies to full weeks (Monday-Friday) only.

**Cancelling a permanent term time session:** **Please note:** cancellations of individual permanent booking sessions are not eligible for credit or refund. If you wish to cancel a session we require confirmation of the cancellation in advance.

**Changing or cancelling your set permanent booking:** If you would like to remove sessions from your Permanent Booking (or cancel your Permanent Booking in full) you are required to give one calendar month's notice. You will be charged for your current booking for the duration of that month regardless of whether or not your child attends the sessions you wish to remove. After the duration of that month, your booking will change (or cease) according to your request.

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## **Children's behaviour and end-of-day collections**

**Timekeeping:** In order for our service to run smoothly, we ask all parents to be prompt when arriving and collecting children. You may of course ask someone else to collect your child if you are running late; we will require their name from you and photographic ID together with emergency contact numbers for them.

**Late collections:** Children must be collected by the finish time of their booked session. Please note that if you or your nominated person collects later than the allocated finish time, you will be billed £25 per occurrence. Repeated lateness will result in you no longer being able to use our service.

**Behavioural expectations:** All children are expected to behave according to our behaviour policy (which is available for you to read at each of our settings). Any serious deviation from this may result in a child being removed from the club/camp and not allowed to return. In this instance, no refund will be given.

**Exclusion from using our service:** We reserve the right to cancel your booking with us at any time, for reasons such as (but not limited to) repeated lateness collecting your child, or repeatedly paying your fees late. In these instances we will write to you to give you a final warning. Should you collect late again or pay your fees late in the next 12 months we will cancel your booking, giving two weeks' notice to make alternative arrangements. In the event of us cancelling your childcare you will be required to pay for your remaining fortnight in advance (if not already paid for). If you do not pay this fee we will cancel your childcare with immediate effect.

## **Children's Welfare**

**Sickness:** We ask that if your child has sickness or diarrhoea they do not return to club/camp for a period of 48 hours after the last episode. If your child falls ill during the morning session at our Term Time Breakfast Club, we will call you and ask you to collect them. If you are unable to collect within the session time your child will be taken to school and left with the School Office staff for collection.

We reserve the right to refuse admittance, and the right to suspend provision to any child if, in the opinion of Pioneer Childcare the child is not fit to attend due to illness.

**Medicines:** All medicines must be clearly named and labelled and given to the Manager. This is a requirement even if the medicine is not to be administered during the session. Children are not allowed to have medicines in their bags. If we are required to administer medicine whilst your child is at Pioneer, you will need to fill in a consent form and hand it to the manager upon arrival.

**First aid:** By accepting these terms and conditions you give permission for all necessary first aid to be administered to your child in the event of an emergency.

**Toilet training:** We understand that accidents do sometimes happen (and of course will deal with them sensitively when they do) but we cannot accept children who are unable to go to the toilet independently. By accepting these terms and conditions you confirm that your child is able to do this.

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## **General**

**Insurance:** We have full Public Liability and Employers Liability Insurance.

**Photographs for promotional purposes:** From time to time we may ask a DBS checked photographer to take photographs and/or video clips. All footage is passed to the manager and then wiped from the photographer's camera. Please inform us if you object to your child being in photos or video footage.

**Photographs for children's records:** Photographs can be used to form part of our record of children's development. This is a requirement under OFSTED regulations.

**Personal loss or injury:** Pioneer Childcare does not accept liability for personal injury or death of any participants unless directly caused by the proven negligence of the company or its staff.

**Activities:** We always endeavour to group children within our advertised age groups, however due to a regulatory requirement to maintain staff to child ratios, dependant on the actual ages of the children attending on the day, we reserve the right to group children differently to that advertised.

**Data protection:** We will use your details to contact you via email with future information about our services. You may opt out of our mailing list when booking or afterwards at any stage. Pioneer Childcare is registered under the Data Protection Act.

**Temporary Interruption of Provision:** Pioneer Childcare acknowledge that they will not be under any liability or responsibility to the Parent or Child in respect of any temporary interruption in or temporary failure of or delay in providing either term time or holiday childcare. If such failure or delay is caused by the temporary unavailability of staff, building or maintenance work to the premises, fire, abnormal weather conditions, Government action or regulations or by some other cause (whatever the description and not necessarily limited to the foregoing examples) beyond the reasonable control of Pioneer Childcare no recompense will be made.

**Policies and procedures:** Copies of Pioneer Childcare policies and procedures are available at each of our settings.