

# Creative Journeys for Kids

## Terms and Conditions 2016

### **I. Bookings**

- a. All bookings will be confirmed by email, once a completed Booking Form has been returned to Creative Journeys for Kids, either by post to; Straven, Jackson Lane, Newton upon Derwent, York, YO41 4ED or a signed copy can be scanned and returned by email to: info@creativejourneysforkids.co.uk
- b. A completed Booking Form and Payment is regarded as acceptance of our booking Terms & Conditions.
- c. Payment can be by Cheque or by Bank Transfer. See invoice for details.
- d. No booking will be fully confirmed until a full payment is received and funds cleared and completed Booking Forms are signed and returned.
- e. Full payment must be paid by the date shown on your invoice.
- f. If your child has a diagnosed allergy then please can you complete an Allergy Form and return it to us at least 24 hours prior to the first day of the Workshop.

### **2. Changing your Booking**

- a. We will endeavor to change a date/day of your booking to another day within the duration of a Workshop but this will depend upon availability of spaces.
- b. We are unable to make any changes with less than 24 hours notice.

### **3. Booking Cancellation**

- a. If you give us at least 28 days' notice before the Workshop date(s) you would like to cancel, we will refund all monies paid, minus the equivalent of £10 per child, per day cancelled.
- b. As we offer a discounted weekly price, if you wish to cancel days within a week, we will then recalculate your booking at the daily rate, which may result in an additional charge.
- c. If you give us less than 28 days' notice before the date(s) you would like to cancel, we regret that no refund is available except in the case of illness/injury.
- d. Any case of illness/injury should be supported by a doctor's note in order to obtain a refund. If this is not possible then Creative Journeys for Kids accept self-certification for illnesses where the claim is for 3 days or less.

### **4. Operating Hours and Collection of your child**

- a. Workshops times are indicated on the top of your Booking Form. Times may vary by Workshop and location.
- b. A drop off window of between 8.15am and 9.30am and pick-up window of 4pm-5pm is included within the standard price. If you would like to collect your child earlier please notify staff as you arrive in the morning.
- c.. All children **MUST** be collected by 5pm.
- d. If for any reason you are unable to collect by 5pm, we ask that you call as soon as possible to notify us of your anticipated arrival time.
- e. We reserve the right to refuse future bookings from parents who continually pick up late.
- f. The Manager will wait with your child until they are collected.

- g. You will be charged a late pick-up fee of £10 for every 15 minutes after 5pm to cover room hire and staffing cost.
- h. If we have no contact from a parent/guardian by 6pm, we will contact all of your listed Emergency Contacts (as given on the Booking Form) and then if we are still unable to make contact we will call Social Services to advise them we have an uncollected child.

## **5. Adverse Weather Conditions**

- a. In the unlikely case that we are unable to run the Workshop due to adverse weather conditions Creative Journeys for Kids will offer a full refund or credit for another day/workshop.
- B. If in the unlikely event we are forced to close, Creative Journeys for Kids will contact you by text and email.
- c. If children are unable to attend a Workshop during adverse weather conditions but the Workshop remains open, no refund will be applicable.
- d. Adverse weather conditions are determined by either an Amber or Red weather warning issued by the met office via local or national TV & Radio or via the website [www.metoffice.gov.uk](http://www.metoffice.gov.uk)

## **6. Insurance**

- a. All children attending Workshops are covered by our Public Liability Insurance.

## **7. Health Policy**

- a. Creative Journeys for Kids requires that all children who are ill or infectious stay away from the setting for the length of time recommended by Public Health England in their Guidance to Infection Control in Schools and other Childcare Settings. A copy of this can be emailed to you or you can view a copy on [www.gov.uk/publications](http://www.gov.uk/publications).
- b. Creative Journeys for Kids will only administer medication if it has been prescribed by a doctor or other health professional (pharmacist, nurse practitioner)
- c. We operate a NO NUT policy, so please make sure the contents of Packed Lunches DO NOT include nuts, products containing nuts or nut derivatives.

## **8. First Aid**

- a. Paediatric First Aid trained staff will administer First Aid and will seek medical advice or emergency medical treatment when necessary, including calling an ambulance.
- b. As per the Parent Consent Form, we will administer Calpol should your child's temperature rise above 39 degrees Celsius.
- c. Prescribed medication must be handed in each morning to the Manager for safekeeping and a Medication Form must be completed.
- d. We will only use Hypoallergenic plasters (if consent has been given on Parent Consent Form)
- e. All First Aid policies are in line with Ofsted recommendations.
- f. Parents whose children carry Epipens should complete an Allergy Form and should give a demonstration to the Manager, as to how to administer the Epipen, if a child has an Anaphylactic reaction.

## **9. Toilet training**

- a. Creative Journeys for Kids requires that children attending have been toilet-trained.

## **10. Equal Opportunities and Child Protection**

- a. Creative Journeys for Kids is an equal opportunities employer and welcomes all children, regardless of their gender, ability, race or religion.
- b. Each child attending workshops is of equal value and is entitled to equal access of opportunity.
- c. We operate a zero tolerance policy on discrimination or bullying of any kind.
- d. Creative Journeys for Kids has legal obligations in relation to Child Protection.
- e. Any suggestion of child abuse or neglect will be investigated and reported to;

### CHILDREN'S SERVICES TEAM

Children's Services Advice, Assessment and Early Intervention Team

West Offices, Station Rise, York, YO1 6GA

Telephone: 01904 551900

Email: [childrensfrontdoor@york.gov.uk](mailto:childrensfrontdoor@york.gov.uk)

## **11. Medical Conditions & Care Needs**

- a. Creative Journeys for Kids understands that the needs of individual children vary, and will endeavor to accommodate children with specific needs and/or medical conditions during each workshop.
- b. It is our policy not to exclude any child due to specific needs or medical conditions wherever possible.

## **12. Behaviour Code of Conduct**

- a. Creative Journeys for Kids expects your child or children will: 1) Respect the property of the setting, resources and of others 2) Be patient, honest, fair, and polite to others 3) Not use abusive or obscene language 4) Not be aggressive in the way they speak or behave towards others 5) Respect and treat others as they would wish to be treated.
- b. We have a responsibility for ensuring the well-being and safety of all children in our care and have appropriate policies and good practice for managing behaviour.
- c. The company follows a zero tolerance policy on discrimination, bullying and persistent poor behaviour of any kind.
- d. We reserve the right to ask parents to remove children from the workshop if behaviour is deemed to be having a detrimental effect on other children's well being. No refund will be made for any remaining days booked, and any costs associated with the exclusion, including transport home, will be the parents' responsibility.
- e. Full details of our Behaviour Policies & Procedures can be provided.

## **13. Parent Feedback**

- a. We aim to provide the best possible care for all children at all times.
- b. Please tell other parents if you are happy with your experience.
- c. If you have concerns or suggestions, please tell us; we value your feedback and use it to develop and improve our services.

#### **14 Data Protection**

- a. We will use your details to contact you via email/mail or text with future information about our services.
- b. You may opt out of our mailing list when booking or afterwards at any stage.
- c. We do occasionally make names available to relevant companies whose products we think may interest you. If you do not wish to receive such offers, you may also opt out of this at any stage.

#### **15. Complaints**

- a. Concerns should be raised with the Manager, Stacey Evans.

#### **16. Valuables & Belongings**

- a. We do not want children to bring electronic devices, belongings or toys to the workshop.
- b. Creative Journeys for Kids will not take any responsibility for the damage or loss of any electronic devices, belongings or toys that are brought into a workshop.
- c. Please do not send your child with any valuables, Creative Journeys for Kids accepts no responsibility for damage or loss of valuables.
- d. We will endeavor to protect your child's clothing during messy activities but we accept no responsibility if clothing becomes damaged. It is highly recommended all children attending Workshops come in old clothing and footwear.