



# Terms and Conditions

**Last Updated:** June 1<sup>st</sup> 2026

## 1. Introduction

These Terms and Conditions govern the provision of wraparound childcare services by Rebecca's Out of School & Holiday Club ("the Club"). By registering a child and making a booking, parents/carers agree to comply with these Terms and Conditions.

The Club is committed to providing a safe, caring and stimulating environment for all children attending our breakfast, after-school and holiday provision.

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## 2. Registration

All children must be registered before attending the Club.

Parents/carers must:

- Complete all online registration forms accurately.
- Provide emergency contact details.
- Notify the Club immediately of any changes to contact information, medical conditions or collection arrangements.
- Ensure all information supplied remains current and accurate.

The Club reserves the right to refuse admission where required information is not provided.

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## 3. Bookings

- Places are subject to availability.
- Bookings are only confirmed once accepted by the Club.
- Regular contracted sessions may be agreed in advance.
- Ad hoc bookings may be accepted subject to availability.
- The Club reserves the right to limit bookings where demand exceeds capacity.

## 4. Fees and Payments

- Fees are payable in advance unless otherwise agreed.
  - Payment may be made via Tax-Free Childcare, Childcare Voucher Schemes (where applicable), direct bank transfer, standing order or approved online payment systems.
  - Parents remain responsible for payment of fees until funds have been received by the Club.
  - Failure of a third-party payment provider does not remove the parent's liability to pay outstanding fees.
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## 5. Late Payments

- Invoices must be paid by the stated due date.
  - Late payments will be subject to a £20 additional payment
  - The Club reserves the right to suspend future bookings where accounts remain unpaid.
  - Persistent non-payment may result in termination of a child's place.
  - The provider (Rebecca's) reserves the right to pursue recovery of unpaid fees through appropriate debt recovery procedures
  - Any costs incurred in recovering outstanding debts may be added to the account where legally permitted.
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## 6. Tax-Free Childcare Payments

Where parents use Tax-Free Childcare:

- Payments must be authorised in sufficient time for HMRC processing.
- Parents remain responsible for any fees not covered by Tax-Free Childcare payments.
- The Club's unique Tax-Free Childcare reference number must be quoted where required.
- Delays by HMRC do not exempt parents from payment obligations.

## **7. Cancellations by Parents**

Permanent Contracts:

- Four weeks written notice, excluding weekends, bank and school holidays is required to cancel a contracted place or part days of a contracted place
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Occasional Contracts (Ad Hoc Bookings)

- Sessions cancelled more than 72 hours in advance may be credited at the Club's discretion.
- Sessions cancelled within 72 hours will be charged in full.
- The notice period excludes weekends, bank and school holidays

No refunds will be given for:

- Child illness.
  - Family holidays.
  - School trips.
  - Non-attendance for any reason outside the Club's control.
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## **8. Club Closure**

The Club reserves the right to close due to:

- Severe weather.
- Emergency situations.
- Staff shortages.
- School closure.
- Circumstances beyond the Club's reasonable control.

Where possible, parents will be notified promptly.

Refunds or credits for closures will be at the discretion of the Club and subject to the circumstances involved.

## **9. Collection and Departure**

Children may only be collected by:

- A parent/carer with parental responsibility.
- An authorised person named on the registration form.
- A person approved in advance by the parent and verified by the Club.

Photographic identification may be requested.

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## **10. Late Collection**

Children must be collected by the published closing time.

Where a child is collected late:

- Additional charges will apply.
- Repeated late collection may result in termination of the child's place.

If a child remains uncollected and contact cannot be established, safeguarding procedures may be implemented, including referral to appropriate authorities.

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## **11. Child Behaviour**

The Club promotes positive behaviour and mutual respect.

The following may result in suspension or exclusion:

- Bullying.
- Persistent disruptive behaviour.
- Violence or aggression.
- Deliberate damage to property.
- Behaviour placing others at risk.

The Club's Behaviour Policy forms part of these Terms and Conditions.

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## **12. Health and Medical Information**

Parents must disclose:

- Medical conditions.
- Allergies.
- Dietary requirements.
- Additional support needs.

Children who are unwell should not attend.

The Club reserves the right to refuse attendance where a child:

- Has a contagious illness.
- Is not well enough to participate safely.

Medication will only be administered in accordance with the Club's Medication Policy.

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## **13. Accidents and Emergencies**

The Club will take all reasonable steps to ensure children's safety.

In the event of an accident or medical emergency:

- First aid will be administered by appropriately trained staff.
  - Parents will be informed as soon as reasonably practicable.
  - Emergency medical treatment may be sought where necessary.
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## **14. Safeguarding**

The welfare of children is paramount.

The Club operates in accordance with current safeguarding legislation and guidance.

Where staff have concerns regarding a child's welfare, the Club may share information with relevant safeguarding agencies without parental consent where legally required.

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## **15. Personal Property**

Children should not bring valuable items to the Club.

The Club accepts no responsibility for:

- Loss.
  - Theft.
  - Damage to personal belongings.
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## **16. Photographs and Media**

Photographs may only be taken in accordance with parental permissions provided at registration.

Parents may withdraw consent at any time in writing.

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## **17. Data Protection**

The Club processes personal information in accordance with applicable data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Further details are contained within the Club's Privacy Notice.

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## **18. Equal Opportunities**

The Club is committed to promoting equality, diversity and inclusion and will not discriminate unlawfully on any protected characteristic.

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## **19. Limitation of Liability**

Nothing in these Terms and Conditions excludes liability for death or personal injury arising from negligence or any liability which cannot lawfully be excluded.

Subject to the above, the Club's liability shall be limited to the amount of fees paid for the relevant booking period.

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## **20. Changes to Terms and Conditions**

The Club reserves the right to amend these Terms and Conditions from time to time.

Parents will be given reasonable notice of significant changes.

Continued use of the Club following notification of changes shall constitute acceptance of the revised Terms and Conditions.

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## **21. Acceptance**

By registering a child and making a booking, parents/carers confirm that they:

- Have read these Terms and Conditions.
- Agree to be bound by them.
- Understand the Club's policies and procedures.