

ACTION LEARNING CENTRES DAY VISIT **T&C'S**

1.PAYMENT

Payment confirms your acceptance of the booking conditions. The named person on the booking confirmation accepts the booking conditions on behalf of all on the booking form. Price is £60 per day per pupil, carers free. this includes any materials used and PPE used on the farm.

2.CHEQUES

Should your cheque be presented at the bank and returned unpaid, a charge of £5 will be added to your account on each occasion.

3.BOOKING ALTERATIONS/LATE BOOKINGS

For holiday club bookings, it will be a minimum of 5 paying attendees per booking, and they must be aged 8+ years, alterations will only ever be made subject to availability and with a minimum of 7 full days notice before the day your child is due to attend. Action Learning Centres reserve the right to charge an administration fee of £5 for this service.

It is not Action Learning Centres policy to issue cash refunds for any cancellations. If a credit note is issued (see below), the credit note will only be valid for a period of 12 months from the date of issue.

CANCELLATIONS (including child sickness):

- We require at least 14 full days notice of cancellation before the day your child is due to attend to issue a 100% credit note.
- We require at least 7 to 13 full days notice of cancellation before the day your child is due to attend to issue a 50% credit note.
- If you cancel your sessions without giving us at least 7 full days notice before the day your child is due to attend, you will not receive any credit.

5.LOST PROPERTY

Please ensure that children do not bring valuable toys and belongings with them as we cannot be held responsible if they go missing. We cannot guarantee the return of lost property, but will endeavour to return items on request that we are able to identify. Parents will be required to pay the cost of postage. Action Learning Centres will keep lost property for a period of four weeks only. If it is left unclaimed after this period has expired, Action Learning Centres will distribute the lost property to local charities.

6.PHOTOGRAPHY

From time to time we take photographs at our venues which may be used for marketing and promotional purposes. If you would rather your child was not included in any photographs we must be informed in writing before commencement of your booking.

7.MEDICAL INFORMATION

If you book by telephone we will ask you for relevant medical information, allergies, additional needs and dietary restrictions regarding your child. If full information is not provided this may result in that child being excluded from certain activities, or if it felt necessary, excluded from using Action Learning Centres. In such circumstances no refund or credit will be paid. Action Learning Centres reserve the right to cancel a booking at any time where there has been a failure to provide full information about a child.

8.LATE FEES

Action Learning Centres reserve the right to charge a fee for late collection of any children. If a child/children is collected after the allocated collection time identified on booking, the parent/guardian will be subject to an immediate charge of £8.00 per child. An additional £8.00 will be charged for every half hour that passes, up until collection. If the parent/guardian is unable to pay the late fee at point of collection, it will automatically be added to the relevant account.

9.SAFEGUARDING

Action Learning staff have a duty to respond if they suspect a child in their care may be suffering from abuse, or if a child makes a disclosure about abuse. In this event the

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relevant staff will follow the Safeguarding Children's Policy as detailed in our policies and procedures.

10.RATIOS/AGE GROUPS

Action Learning Centres ratio of staff to children normally exceeds all statutory requirements. The actual ratio varies between activities and age groups. Action Learning Centres does not offer any higher staff ratio than 1:10, irrespective of any child's additional needs unless arranged and agreed previously.

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

11.LIABILITY

Action Learning does not accept liability for personal injury or death of any participants unless directly caused by the proven negligence of the company or its servants.

12.INSURANCE

All children in our care are covered by our Public Liability Insurance

13.EXCLUSION

Action Learning reserves the right to exclude or refuse any person without notice, if we consider that their presence compromises the good atmosphere of the club. Transport home will be the responsibility of the club/organisation and no refund/credit will be available.

14.PROGRAMME CHANGES

Action Learning centres reserves the right to amend its services and activity programme, content, times, dates and venue in the event of unsuitable weather conditions, failure of equipment, building faults and any other operational faults that may arise from time to time, without refund or compensation to the customer.

15.POLICIES AND PROCEDURES

Copies of Action Learning Centres policies and procedures are available at the activity venue or will be sent to parents on request.

16.ENFORCED VENUE CLOSURE

If any Action Learning Centres Holiday club is forced to close due to the compulsory closure of its premises by order of a competent authority (eg School, Local Authority, Environmental Health Etc), due to bad weather (eg Snow, Ice, Flood etc), outbreak of a human infectious or contagious condition (eg Influenza, Meningitis), Industrial Action (teaching strike etc) or for any other reason, customers will still be liable for any fees due/ paid, during the entire period of closure.

17.COMPLAINTS

Action Learning Centres is committed to providing high quality children's holiday Club,. If you or your child were not entirely satisfied with the service we provided, then we would like to know about it any complaint should first be made to the Club Manager, who will complete a complaints report, and do everything possible to ensure the complaint is dealt with as quickly and effectively as possible. If the complainant feels that the outcome of the complaint is insufficient, or would like to take the grievance further, the complaint should be made in writing and sent to. Managing Director, Philip Mccauley Fairlight Farm, Hawkswood Road, Downham,Billericay,Essex CM11 1JZ.

18.DATA PROTECTION

Action Learning Centres acts as a Data Controller for the purpose of the Data Protection Act 1998.We need to collect relevant personal details from you and the children you are booking to enable us to process your booking. This information might include names, ages and any applicable medical or dietary restrictions and ,in some cases credit/debit card or other payment details. It is your responsibility to ensure that you have the necessary

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permission to pass on the personal details of all the children that you are making a booking for. Additionally we hold and use some of your details for future marketing purposes, for example sending you promotional information. Please let us know as soon as possible if you do not want to receive future mailings from Action Learning Centres .

