

CROSSBAR COACHING HOLIDAY CLUBS BOOKING TERMS AND CONDITIONS

It is a condition of accepting a place at any Crossbar Coaching Clubs that you accept the following terms and conditions.

Payment

Holiday Club Bookings are payable upon booking and when your session is booked is it deemed as accepted. Full payment is due at the time of booking.

We accept childcare vouchers, tax free childcare payments and card payments as a method of payment for childcare. We do not accept cheques.

If using childcare vouchers or tax free childcare payments, please follow the online instructions. If you need an account number, please contact us stating the voucher company you would like to use. Bookings are not complete or confirmed until the payment is received.

Drop Off/Pick Up

We open at 08.30am. Drop off is between 08.30-9am. We are unable to accept children to be dropped off earlier than this. Pick up is strictly between 3.30-4pm.

We operate a strict 4pm latest pick up.

Bookings and Alterations

If you would like to make any changes to your bookings, either changing days, or cancelling your booking a minimum of 24 hours notice is required.

Cancellation & Refund Policy

Crossbar Coaching do not offer refunds. The only exception to this is where a club needs to be cancelled due to unforeseen circumstances. See venue closure below for more details.

Crossbar Coaching do not offer any credit for bookings cancelled with less than 24 hours notice, including child sickness.

Crossbar Coaching will credit your wallet where bookings are cancelled giving more than 24 hours notice, including child sickness.

Credits issued to wallets will be valid for 12 months from the date of credit.

Late Payment Fees

Crossbar Coaching reserves the right to charge an additional fee of £5 per booking for late payment.

Promotional Codes

From time to time Crossbar Coaching may release promotional code for our Holiday Clubs only and are subject to our terms and conditions. All promotional codes cannot be used in conjunction with any other offers and promotions may apply to selected venues only.

Crossbar Coaching reserves the right to exclude venues and cancel any promotions at any point with immediate effect. Standard terms and conditions apply to all bookings where promotional codes have been used.

Venue Closure

If Crossbar Coaching are forced to close any clubs (e.g., Floods, or snow), refunds will be made to your wallet to use as you wish for future clubs or

you can contact Crossbar Coaching direct to arrange a refund via the original payment method.

Lost Property, Clothing or Belongings

Please ensure that children do NOT bring any toys or valuable belongings with them to clubs. Crossbar Coaching do not accept any liability for loss of damage of personal affects. We cannot guarantee the return of lost property and do our best to return the items to the owners if they are clearly identified however; we will keep them for a maximum of one month before either donating to a charity or discard these items if they are broken.

Mobile phones, cameras, games consoles and devices are not permitted at any time

Crossbar Coaching also accept no liability for damaged or stained clothing, water bottles, lunch boxes or footwear and eye glasses we do suggest sending your children in clothing and shoes that you are happy for them to get dirty or messy in. We also suggested all items are labelled with your child's name.

Timetable Changes

Crossbar Coaching reserves the right to change/amend daily activities, times & venue due to unforeseen circumstances e.g. weather conditions.

Sickness Policy

To minimize the risk of spreading illness and infection, children who are unwell must not be sent to club and may only return once they pose no risk to others. Children that have experienced diarrhoea and/or vomiting symptoms must stay away until they have been free of symptoms for 48 hours.

Medical information/Epi Pens, Dietary & Allergy Information.

When registering with Crossbar Coaching if your child has a medical condition, allergies, additional needs or dietary needs we will ask you for further information. Where necessary, it is recommended this should be supplied on a care plan.

Crossbar Coaching will only administer medication to children provided by a doctor, this needs to have the dispensing label with the child's name in the original packaging. We ask for this to be provided in a clear bag labelled with the child's name. We will only administer this medication with a signed authority form from the parent or guardian stating the doses required.

If a child has an EPI Pen this will only be administered with prior consent from the parent & guardian. All Epipens to be given to our staff and parents are responsible for collecting at the end of each day

It is the parent's/guardians responsibility to inform us at the time of booking of any pre-existing medical, physical or behavioural conditions, so that we can make provision for the child's specific needs. If this information is not provided, we reserve the right to exclude the child.

Additional or one to one support

Crossbar Coaching Holiday Clubs are unable to provide for children that need additional or one to one support

Toilet & Intimate Care

Crossbar Coaching are not able to provide intimate care. Children need to be able to use the toilet independently before they attend our clubs.

Safeguarding

Crossbar Coaching have a legal duty to report any concerns surrounding any child in their care if we have a suspicion they may be suffering from a form of abuse or if a child makes an allegation. In this event staff will follow the safeguarding policy as detailed in our Child Protection Policy.

Adult to Child Ratio

Crossbar Coaching adult to staff ratio normally always exceed statutory requirements set by Ofsted. We operate a 1:8 ratio for children under 8 and 1:15 for over 8's.

Behaviour & Exclusions

Crossbar Coaching expects all children to conduct themselves in a manner that is acceptable to both fellow children and Crossbar Coaching Staff. In the first instance the member of staff would involve parents or guardians in supporting our behaviour policy that would encourage the best outcomes for the children.

However we do reserve the right to exclude a child from Crossbar Coaching clubs if he/she fails to maintain the required standard. Parents & Guardians are responsible for transporting children home if they are excluded and no credit will be issued.

Insurance and Liability

Crossbar Coaching does not accept any liability for injury or death of any person present during Crossbar Coaching activities unless directly caused by the proven negligence of the company or its employees. We have public liability cover at all venues.

Data Protection

Children's and parents/carers personal details are processed on computerised records and by paper. This information will only be accessible by staff and we may need to discuss details of your data with third parties if required to do so by law. Your information is always securely stored on password protected equipment and in lockable filing cabinets. Please see our Data Protection Policy for further information on how we process your information. We need you to accept our privacy policy upon booking in order for us to provide childcare.

Policy and Procedure

Full versions of Crossbar Coaching policies and procedures are available at every venue for you to view.

Complaints

We strive to offer excellent care for all children at holiday clubs. Should you or your child be unsatisfied with the service we provide in the first instance complaints should be made to the team leader of your setting and if not resolved to the manager of Crossbar Coaching clubs. We ask that all complaints are made in writing or by email.

admin@thecrossbargroup.co.uk

Debt Collection

Crossbar Coaching reserves the right to use a debt collection agent or a court service to recover any unpaid fees or charges. This could result in further fees and charges being added to your account.