

## **Term & Conditions**

Please read these terms & conditions carefully before booking your child/children onto QualitySport Holiday Clubs. These are working in line with our Policies & Procedures which can be viewed on request.

### **Privacy**

All personal information provided will be held confidentially by QualitySport only and not passed onto third parties.

### **Prices**

QualitySport reserves the right to review our pricing structure and this may result in a price increase. We advise customers to check our website for any updates regarding price changes.

### **Paying with Childcare Vouchers**

If you are paying with childcare vouchers, these payments must be received and cleared at least 48 hours before your child attends the club. If the payment has not been received within this timescale, then QualitySport reserve the right to refuse your child entry to the club until full payment has been received.

### **Non-payment**

If you fail to make full payments, QualitySport reserve the right to stop further bookings for your child until all payments have been received.

If this continues, then your child may be stopped from attending any of our clubs.

### **Credit & Refunds/ Cancellations**

7 days notice will need to be given if your child will not be attending. A credit will be given for that period of absence. The credit is valid for 12 months.

If not within this timescale, you will not receive a credit, this could be for any reason, including sickness.

QualitySport will not provide any refunds, unless any cancellations are made by QualitySport themselves. For example, if a week of holiday club is cancelled, you will receive a full refund for all the days you had booked within that week.

### **Late Fees**

Our holiday clubs operate between the hours of 8.30am and 5.30pm. We are unable to take children earlier than the agreed time that they have been booked on for and you will be asked to wait with your child if you arrive early. This is due to our insurance policy.

As with the start time of sessions, you will be expected to collect your child at the agreed time. If you are late to collect you will be charged £3 for every 15 minutes over.

For example, if you book on for the 10pm - 4pm session and collect at 4.35pm you will be charged £9, that will be payable on the day.

### **Alterations to your booking**

If any amendments need to be made to your booking, QualitySport cannot guarantee there will be a space available at that time. DO NOT bring your child to our holiday clubs without booking online, giving at least 24 hours notice, as there may not be availability on that day and you will not be able to leave your child at the club.

### **Changes to daily activities**

There may be on occasions, due to coach availability, that activities that have been originally planned, may have to be re-arranged or replaced by a different activity. Therefore, we cannot guarantee that the originally planned activities will run as stated at the beginning of the holiday club.

### **Children who need Additional Support/ Requirements**

When booking your child onto QualitySport holiday clubs please specify if any additional support will be required for your child and detail in full what this will be on the registration form and also call the office prior to your child attending our club. The holiday club manager must also be made aware on your child's first day at club. This is to make sure that the right support is provided by our coaches, to your child.

If QualitySport are not able provide the right support for your child, then we may not be able to offer you a place at holiday club.

QualitySport reserves the right to hold further discussions with you if your child has been attending our club, but has impacted on other children's safety/ experience. This can include a coach having to spend extensive 1-on-1 time with your child. These discussions may result in a reduction in hours your child can attend, or your child possibly not being able to attend our clubs.

### **Suspensions and Exclusions**

As detailed in our Policies & Procedures, QualitySport use constructive behaviour management techniques within our clubs. If you child fails to follow the appropriate guidelines we have in place, they may be temporarily suspended for up to 15 consecutive days. If no improvement is made after your child has returned to the club, then this could ultimately lead to permanent exclusion from all our holiday clubs. No refund or credit will be given for any suspensions. Refunds or credits for permanent exclusions is at the QualitySport head office's discretion.

### **Complaints**

A complaint can be made at any time to the QualitySport head office via, phone, email or letter. We have a two stage complaints policy in place, to make sure that all complaints are resolved within the specified timescale.

For full complaints information, please refer to our Policies & Procedures, which are available on request.

### **Lost Property**

All of your child's possessions should be taken home with them everyday, no items should be left at the holiday club, even if they are attending the next day. Any lost property that has been left at the end of the holiday club, will be kept at our head office for 6 weeks. After this period, all lost property will be given to charity.