



## Terms and Conditions / Terms of Services:

### **Booking Process**

Booking a day at whizz kids could not be easier, simply register on the online portal. Booking for each holiday is on a first come first served basis and the limited number of 50 per day is set and cannot be over booked. Once booking is made you will be required to pay in full 3 weeks before club starts (1 week for childcare vouchers), or if the timeframes have elapsed then payment is due at the time of booking. Once payment is received a confirmation will be sent to your email address given at the time of booking.

### **The Day's Events:**

The day's events are very flexible, most days are planned with the children first thing in the morning using our timetable that can be found on our website. The day is then structured to ensure the activities are carried out. It is not possible to carry out all activities in one day, the timetabled activities are always carried out unless the children don't want to do them and by booking a full week you will ensure your child does all the activities.

### **Terms and Conditions**

#### **1. The contract:**

Is between Whizz Kids and the parent or guardian of the child named in the booking.  
By submitting or sending a booking you agree to the terms of service.

Our payment options are:

#### **Pay Now - Debit card/Credit card:**

There is no booking fee for the use of cards, Poncho pay on behalf of Whizz Kids will debit your card for the value of the booking made, Once payment has been received you will receive a confirmation email from us and a confirmation receipt from Poncho pay providing you give your email address at time of payment.

#### **Pay Later:**

Payment will be requested by email three weeks before club starts however if you wish to do a bank transfer before that time our details are: DPD Coaching Services acc no: 05896401 sort code: 09-01-50 please use child's name as reference. We will then allocate the payment manually.

### **Childcare Vouchers:**

Childcare vouchers are to be sent within one week of the first day booked after this time a reminder will be sent and payment will be taken from your credit/debit card through Poncho pay.

### **2. Cancellation**

If booking insurance **IS** taken out then changes can be managed on the website under your login and any credit will be added to your account.

**If NO booking insurance is given then no credit / refunds will be given.**

Our insurance is only for sickness/flexibility cover and no refund will be given only credit on account.

Our insurance+ has all the benefits of insurance and the ability to request a refund of credit to

Mail@whizzkidsclub.co.uk.

If our attempts to take monies have failed, you will receive an email from us and if we have not heard within two days your place will be cancelled.

In the event of club closure due to power fault, severe weather conditions or any other condition, whizz kids will not pay any refunds.

Whizz Kids reserves the right to cancel any one day at whizz kids if less than 5 people are booked in. As a matter of course a credit will be offered.

### **3. Backup plan in the event of the venue being burnt down or closed**

The parent will be contacted and asked to come and collect your child/ren

The day will be cancelled but children will be cared for until collected. You will receive an email regarding a refund for that day and for the subsequent days until the club re opens, providing payment was made in advance.

### **4. Insurance / Sickness and Flexibility Cover**

Your children are fully covered under our Public Liability Insurance.

We also offer sickness and flexibility insurance at £2.50 and £5.00 per day respectively, which can be useful if they feel under the weather, or you need to move a day due to a change of plans. These are listed as Insurance and Insurance+ on our website.

By taking out the insurance you can protect against any unforeseen illness that prevents your child attending club and/or make changes to your dates once booked, if insurance is not selected at the time of booking, then the booking is fixed and cannot be moved or cancelled.

**If you have taken out insurance or insurance+, you will only be able to swap or credit the day once.**

**Once you have used your credit or swap your day is no longer insured. Insurance+ also allows for credit to be refunded this must be requested by email in writing to mail@whizzkidsclub.co.uk.**

A full credit will be held for you to use at any time during the same calendar year.

For insurance to be valid you must login and cancel the day by 9am on the day of cancellation, after this period the insurance is invalid and won't work.

## **5. Conditions**

All children are expected to be fit and able to participate in all activities unless we have been made aware. Any form of illness suffered 28 days prior to club must be declared at your first day with Whizz kids. We reserve the right to refuse any child.

We reserve the right to send home any child who is disruptive or found bullying any other children.

If your child has been sick or infectious in the last 48 hours, they cannot attend club until a clear 48 hours after the last sickness. If your child has had chicken pox the spots must have scabbed over before they can re attend.

## **6. Behaviour Management Policy**

Whizz Kids believes that children will flourish best in an atmosphere of mutual respect and encouragement where everyone knows what is expected of them. The group leaders will discuss behaviour with your children during the orientation session on their first day at the club and include a run through of the Whizz Kids Code of Behaviour.

We concentrate on encouraging good behaviour and ensuring children enjoy their time at the activity club. Staff will treat children with respect, promoting an atmosphere of trust. Should the positive atmosphere of the activity club be compromised by disruptive or inappropriate behaviour, our staff will explain to the child why it is unacceptable. If the problem cannot be resolved, staff may have no choice but to exclude the child from the club.

## **7. Your Consent**

By agreeing to our terms and conditions you agree that:

Your child will be involved in outdoor activities

Your child can take part in all activities on offer. Please notify us if your child cannot participate in any one of the activities.

Your child receiving first aid when needed.

For any accidents more serious which may require hospital treatment you will be notified as soon as possible after the event.

## **8. Our Offers**

**£20.00 off when you spend £250.**

**£40.00 off when you spend £400.**

**Per £100 gift card £10 will be added as a bonus to Blue Light Card owners EG:£200 = £220**

## **9. Complaints Policy**

We have a very simple complaints procedure, you can either call us direct on 01798 873077, email us on [mail@whizzkidsclub.co.uk](mailto:mail@whizzkidsclub.co.uk) or fill in the complaints form which is kept in the folder at reception. We will respond to all complaints within 24 hours or 48 hours if it is the weekend.

Should you still not be satisfied with the outcome of our response you can contact Ofsted on 0300 123 1231 or email them [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

## **10. Other Information**

We accept no liability for any personal injury, fatality to a child or loss of personal property.

All comments, photo's and other materials in the flyers and on the website are published with your consent, unless you object on the day.

We reserve the right to change any of our advertising at any time.

If you feel additional support is needed such as 1 to 1 support please contact your local authority and if already funded they can they arrange with us.

## **11. Packed Lunch Policy**

### **Overall aim of the policy:**

To ensure that all packed lunches brought from home and consumed at Whizz Kids provide the pupil with healthy and nutritious food. Which is now regulated by national standards.

### **Why the policy was formulated:**

- To make a positive contribution to children's health.
- To encourage a happier and calmer population of children and young people.
- To promote consistency between packed lunches, which must adhere to national standards set by the Government.
- To contribute to the self-evaluation for review by Ofsted.

### **Where, when and to whom the policy applies:**

To all pupils and parents providing packed lunches to be consumed at Whizz Kids.

### **Nut Policy:**

- Whizz Kids is a nut-free zone

### **Food and drink in packed lunches:**

- Whizz Kids will provide facilities for pupils bringing in packed lunches and ensure that free, fresh drinking water is readily available at all times.
- Whizz Kids will work with the pupils to provide attractive and appropriate dining room arrangements.
- Whizz Kids will work with parents to ensure that packed lunches abide by the standards listed below.
- As fridge space is not available at whizz kids, pupils are advised to bring packed lunches in insulated bags with freezer blocks where possible to stop the food going off.
- All food should be cut appropriately to age in line with Ofsted and food standards guidelines.
- whizz kids will ensure that pupils will be able to sit and eat together in the same room.

### **Packed lunches should include:**

- at least one portion of fruit and one portion of vegetables every day.
- meat, fish or other source of non-dairy protein (e.g. lentils, kidney beans, chickpeas, hummus, and fava beans) every day
- oily fish, such as salmon, at least once every three weeks.
- a starchy food such as any type of bread, pasta, rice, couscous, noodles, potatoes or other type of cereals every day.
- dairy food such as milk, cheese, yoghurt, fromage frais or custard everyday
- only still water, semi-skimmed or skimmed milk, yoghurt or milk drinks and smoothies.

### **Packed lunches can and should only occasionally include:**

- snacks such as crisps. Instead seeds, vegetables and fruit (with no added salt, sugar or fat).
- confectionery such as chocolate bars, chocolate-coated biscuits and sweets. Cakes and biscuits to encourage your child to eat these only as part of a balanced meal.
- Meat products such as sausage rolls, individual pies, corned meat and sausages/chipolates.

### **Special diets and allergies**

Whizz kids also recognises that some pupils may require special diets that do not allow for the standards to be met exactly. In this case parents are urged to be responsible in ensuring that packed lunches are as healthy as possible.

For these reasons pupils are also not permitted to swap food items.

## **12. Franchise Partners**

All franchise partners and licensees work with our terms, points 1-to 10, if you feel at any time that the terms and conditions are not being upheld, please contact our head office on mail@whizzkidsclub.co.uk