Terms & Conditions for Ink and Imagination

1. PAYMENT

We accept bank transfer to secure a place:

Holly Norton
Account number: 73649068
Sort Code: 30-91-92

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.

2. CANCELLATIONS/REFUND POLICY

It is not Ink and Imagination's policy to issue cash refunds for any cancellations.

3. LOST PROPERTY

Please ensure that children do not bring valuable toys and belongings when attending our sessions. Ink and Imagination 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. We recommend labelling all items with the children's names. Ink and Imagination will keep lost property for a period of four weeks only. If it is left unclaimed after this period has expired, Ink and Imagination will distribute the lost property to local charities.

4. PHOTOGRAPHY

From time to time we take photographs to share with parents and carers and for marketing and promotional purposes. You will be asked to provide consent (or not) for your child's photographs to be used in this way. You can change your consent at any time by notifying us.

5. MEDICAL INFORMATION

In order to care for your child in the best possible way, and for their own safety and wellbeing, Ink and Imagination require parents to provide full information on any relevant medical conditions, allergies, additional needs and/or dietary restrictions.

You will be asked to provide the relevant information when completing the booking form. Please inform Ink and Imagination if there are any changes in circumstances.

6. LATE FEES

Ink and Imagination have a duty of care to the children and their parents and carers to ensure that collection of children is made at the agreed time or within normal operating hours. We appreciate that sometimes there may be circumstances beyond parent/carer control affecting prompt collection. Please phone or text Ink and Imagination to inform us if you expect to be late or if somebody else is to collect your child. In this instance, we will ask

for a description of the adult collecting and will use a password system. Ink and Imagination offer a grace period of 15 minutes. After this, we reserve the right to charge a fee for late collection of any children. This will be £8.00 per child. An additional £8.00 per child will be charged for every 15 minutes that passes, up until collection.

7. SAFEGUARDING

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

8. RATIOS/AGE GROUPS

Ink and Imagination ratio of staff to children normally exceeds recommendations. The actual ratio varies between activities and age groups. The maximum staff (Level 6 Teacher with QTS) to child ratio for 3-8 years olds is 1:13 (Typically 1:8). The maximum staff (Level 6 Teacher with QTS) to child ratio for 3-8 years olds is 1:14 (Typically 1:10)Ink and Imagination does not offer any higher staff ratio than 1:8, irrespective of any child's additional needs unless specifically arranged and agreed prior to attendance.

9. LIABILITY

Ink and Imagination does not accept liability for personal injury or death of any participants unless directly caused by the proven negligence of the company or its staff.

10. INSURANCE

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

11. PROGRAMME CHANGES

Ink and Imagination reserves the right to amend its services and activity programme, content, times, dates and venue in the unlikely event of unsuitable weather conditions, failure of equipment, building faults and any other operational faults that could arise, without refund or compensation to the customer.

12. POLICIES AND PROCEDURES

Copies of Ink and Imagination policies and procedures are available at the venue or can be sent to you upon request.

13. ENFORCED VENUE CLOSURE

In the unlikely event that an Ink and Imagination session is forced to close due to the compulsory closure of its premises by order of a competent authority (e.g. Building owner, Local Authority, Environmental Health Etc), due to bad weather (e.g. Snow, ice, flood etc), outbreak of a human infectious or contagious condition (e.g. Influenza, Meningitis, COVID-19) or for any other reason, customers will receive a 50% refund.

14. COMPLAINTS

Ink and Imagination is committed to providing high quality holiday club sessions and is always looking to improve our services. If you or your child are not entirely satisfied with the service we have provided, we would like to know about it. Any complaint should first be

made to the owners Holly Norton or Hannah Gill, who will complete a complaints report, and do everything possible to ensure the complaint is dealt with as quickly and effectively as possible.

15. DATA PROTECTION

Ink and Imagination is committed to safeguarding your privacy; protecting the rights and freedoms of data subjects and safely and securely processing their data in accordance with all our legal obligations.