



## Terms and Conditions

By booking a place with CSS Activities, you understand and accept these terms and conditions and they will form the contract between us. CSS Activities reserves the right to vary these terms and conditions at any time.

### Who can attend?

CSS Activities is for children aged 5 – 11 years. We are unable to accept any children under this age due to our Ofsted Registration terms and Insurance. Any bookings made for children who fall out of this age bracket will be cancelled and refunded.

### Bookings and Fees

- When first signing up with CSS Activities, personal details will be taken via Google Forms. Please be assured all data gathered will be kept in accordance with the General Data Protection Regulation 2016. See our Privacy Notice for further information
- Bookings must be made via the Google Forms link found on our website. It is at this point that you enter into a contract with CSS Activities, confirming your booking and all monies are due.
- A 20% non-refundable deposit is required at the point of invoice, with the full balance due one calendar month before the provision begins. Please check your junk folder within 72 hours of signing up via the website as this will not be accepted as a valid reason to avoid payment.
- Where possible, CSS Activities will change days where needed within the same holiday provision, subject to availability. CSS Activities reserves the right to charge an administration fee of £10 for this service.

- It is not CSS Activities' policy to issue refunds for any cancellations or child's sickness/injury leading to them being unable to attend. Should CSS Activities have to cancel a childcare provision, your account will be credited for future provisions.
- Late Fees: CSS Activities reserve the right to charge a fee for late collection of any children. If a child is collected after the allocated collection time identified on booking, there will be a £10 charge per 10 minutes, per child.

### **Medical Conditions and Individual Educational Needs:**

- Parents/Carers must notify CSS Activities about any known medical condition/s.
- We ask that Parents/Carers notify CSS Activities about any known Individual Educational Needs, neuro-diverse diagnoses or tendencies and if a child has an EHCP to help us ensure we can provide an inclusive, positive and appropriate environment for the individual.
- Any medication needed during a CSS Activities Holidays Provision must be given to a Camp Leader at drop off with a Medication Permission Form.

### **CSS Activities Staff:**

- All CSS Staff go through a thorough recruitment process in line with our Safer Recruitment policy.
- Before working in a provision, CSS staff go through a detailed induction process, including Safeguarding, Health and Safety and Site Specific Training.

### **Safeguarding:**

- CSS Activities 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 Designated Safeguarding Officer will follow the necessary steps detailed in our Safeguarding Policy.
- If a parent has any Safeguarding concerns, please contact the Designated Safeguarding Officer, Charlie Tarrant, directly.

### **Ratios and Supervision:**

- CSS Activities aims to exceed all statutory requirements for the ratio of staff to children, however this varies depending on the age group and activity. For more information on this, please refer to our Risk Assessments.

### **Programme Changes:**

- CSS Activities reserves the right to amend its activity programme, content, dates and times in the event of unsuitable weather conditions, building faults, failure of equipment and any other operational faults that may be unavoidable. Any changes made will not determine compensation or a refund to the customer.

### **Lost Property:**

- CSS Activities ask that parents/guardians ensure children do not bring anything of great value to a holiday provision as we cannot be held responsible for loss or damage of these items. We cannot guarantee the return of lost property, but will organise a return of items at the end of each provision. CSS Activities will hold lost property for a maximum period of two weeks after a provision finishes. If property remains unclaimed after this point, CSS Activities will dispose of items or donate them to local charities.

### **Behaviour Support:**

- CSS Activities has a strict anti-bullying policy and prides itself on creating and supporting a positive environment for individuals to thrive in. If an incident does occur during your child's time in our care, CSS Activities will communicate directly with the parent/guardian of all children involved. Persistent unkindness will not be tolerated. CSS Activities reserves the right to exclude or refuse any person without notice if we feel the nature of their behaviour compromises the overall safety and ethos of our provision. No refund/credit will be applicable in this scenario.

### **Insurance and Liability:**

- CSS Activities Public Liability Insurance ensures the cover of all children in our care. CSS Activities 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 members.

### **Complaints and Feedback:**

- CSS Activities is always open to suggestions on how improvements can be made to its provisions. If you or your child are not entirely satisfied with a provision on offer, please contact the Company Director, Charlie Tarrant, directly.

### **Changes to Terms and Conditions:**

- From time to time we may update these terms and conditions by sending you either an updated version or notification of minor changes. Any questions surrounding changes must be communicated within 7 days of your receipt. Failing this, we will be entitled to treat our agreement with you as being subject to the updated version.
- These terms and conditions are available on our website and form part of our sign-up process. Please contact CSS Activities to request emailed copies of our policies. For paper copies, an admin fee is applicable to cover the costs of paper, printing and postage.
- Any diversion from the above terms and conditions are gestures of goodwill on the part of CSS Activities.
- These conditions are implemented to:
  1. Ensure a mutual understanding between parents/carers and CSS Activities
  2. The health and well-being of all children
  3. Provide a smooth operation of all CSS Provisions.

Thank you for your cooperation.