



## **1. Admission and Confirmation of booking**

- 1.1.** Once you have completed the registration and booking process, online or otherwise, we shall check availability of your chosen sessions and allocate/approve in accordance with our admissions policy. You will be issued with a booking confirmation email. Upon issue of the booking confirmation the contract will come into effect and the contracted services accepted.
- 1.2.** A Contract is the agreement between us (CK) and the child's parent or guardian and will state that you will have set days/sessions (and what those days/sessions are) every week until the contract is cancelled.
- 1.3.** A Booking is a collection of days/sessions that need to be paid for. It can be related to a contract or ad-hoc booking.
- 1.4.** With contracts, we expect parents to pay monthly and therefore a booking is automatically created and an email with the booking details sent to the parent on 20th of the month before it's due.
- 1.5.** Once we have approved a contract, that contract will be included in the invoice cycle from the allocated start date. If the start date is mid-month or after the invoices have been sent for the coming month, an invoice email is created and sent to the parent immediately asking for payment for the sessions due.
- 1.6.** Creative Kidz operates a booking system that is based on a "first come first served" basis. When our settings are oversubscribed, priority for admission will be given to those children who meet the criteria set out below, in priority order-
  - 1.6.1.** Children already registered and currently using Creative Kidz.
  - 1.6.2.** Siblings of children currently attending Creative Kidz.
  - 1.6.3.** Looked after children and children who were previously looked after but immediately after being looked after became subject to adoption, a child arrangements order, or special guardianship order.<sup>1</sup>
  - 1.6.4.** Full time bookings.
  - 1.6.5.** Other children

<sup>1</sup>A looked after child is a child who is (a) in the care of a local authority, or (b) being provided with accommodation by a local authority in the exercise of their social services functions (see the definition in Section 22(1) of the Children Act 1989).

- 1.7.** We do not ask you to re-register each year; it is assumed that you wish to keep the sessions you have booked until we receive written notice of 1 month.\* see changes and cancellations
- 1.8.** Upon confirmation of your chosen sessions you are liable for payment for these sessions from the date that they are available to you. If you choose to delay a start date, you remain liable for payment of the cost of sessions from the date the sessions are available.
- 1.9.** If you submit a booking in advance for the new academic year, your booking will be confirmed in June/July. If at this point you decide to change the sessions you originally requested we shall do our best to accommodate this according to availability and subject to our admissions and fees policy. If you decide that you no longer wish to accept the place then you need to provide us with a cancellation email stating that you no longer require the sessions. Upon receipt of this email, your booking will be terminated with immediate effect and the sessions will be allocated to the child who is next on the waiting list. If you do not provide us with a cancellation email your booking will be subject to a cancellation charge. See **6.15**

## **2. Invoicing and Payment**

- 2.1.** Breakfast and after school club Invoices are issued around the 20<sup>th</sup> of each month for the following calendar month and should be paid in full by the 1<sup>st</sup> of the month they are for unless you have made an arrangement to pay by weekly/monthly instalments by agreement with the manager.
- 2.2.** Our fees are payable 1 month in advance.
- 2.3.** Invoices will be issued by e-mail using the e-mail addresses supplied; it is the Parent's responsibility to inform the manager of any changes of address.
- 2.4.** With an invoiced booking, we won't know which method of payment you are using until you go through the process of confirming the booking. There is a link in the invoice email that you will receive each month, which you can click on to enable this. During the process of confirming the booking, you can see the sessions that you are paying for and click through to check the emergency contacts, etc, then you can choose how you are going to pay.
- 2.5.** It is the Parent's responsibility to inform the manager if your invoice isn't received by 1<sup>st</sup> of the month or within 7 days of submitting your booking for ad hoc/holiday club bookings.
- 2.6.** If an e-mail address has not been supplied a hard copy shall be issued via the setting at the 1<sup>st</sup> available opportunity.
- 2.7.** Our accepted methods of payment are childcare vouchers\*see below or direct bank transfer/credit, cheques/cash may be accepted at the manager's discretion by pre arrangement only.
- 2.8.** A surcharge will apply to credit and debit card payments during the checkout process to cover processing of the transaction.
- 2.9.** When making a payment, please use your child's full name as a reference so that we can link the payment to your account.



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- 2.10. If an agreement has been made for your fees to be paid by a third party (such as and not limited to: HMRC Tax credits, Childcare vouchers, a University or Job centre Plus), we must receive satisfactory written confirmation that the third party will be responsible for the fees (or the fees are paid). Until such written confirmation has been received, Parents / Guardians named on the registration form remain responsible for the settlement of all fees by the date specified on the invoice.
  - 2.11. Creative Kidz reserves the right to cancel your child's place with immediate effect if payment remains outstanding. You are still responsible for payment during the 1 month notice period.
  - 2.12. Fees are reviewed annually at the discretion of the manager, however, CK reserve the right to review and amend at any time. In all cases, at least one month's notice of any changes will be given.
  - 2.13. Our fees and charges are detailed on the price list.
  - 2.14. All charges in connection with an outing including entrance fees and charges for use of transport will be the responsibility of the Parent/guardian/Guardian.(notification will be given in advance)
  - 2.15. Ad hoc session fees must be paid immediately upon receipt of an invoice.
  - 2.16. If your child's start date is the beginning of the academic school year (September) you will be liable to pay for fees from the beginning of term in order to hold the places.
  - 2.17. There are 38 chargeable term time weeks per academic year.
  - 2.18. Standing order payments must be received by 1<sup>st</sup> of each calendar month.
  - 2.19. Late payment fees apply to any late payment including standing orders.
  - 2.20. Any ad hoc sessions booked must be paid for separately at the time of booking. If you pay by standing order, ad hoc fees must be paid separately, they cannot be added to your standing order amount.
  - 2.21. If you reduce or increase your sessions used then you're standing order figure must be adjusted accordingly. Please contact the manager for a statement. Any shortfall at this time must be cleared upon receipt of the statement.
  - 2.22. Customers choosing to pay by standing order will be issued with a statement at the end of each academic year (July); any shortfall at this time must be cleared upon receipt of the statement.
  - 2.23. Holiday club sessions must be paid for in advance of the agreed start date.
  - 2.24. Holiday club fees must be paid to Creative Kidz directly.
  - 2.25. Payment for holiday club bookings must be made immediately upon receipt of an invoice.
  - 2.26. Your booking is not complete and will not be accepted until payment has been received.
  - 2.27. No deduction shall be made for days when CK is unable to provide the contracted services or we cancel such services. CK accepts no liability for any costs or expenses suffered by a Parent/guardian as a result of any such unavailability or cancellation and your attention is drawn to clauses 6.15 and 17 in this regard.
  - 2.28. If an existing customer (parent/carer of a child already using our services) wishes to transfer liability for payment of childcare fees in connection with an existing booking, in part or full, to another person, the existing customer must submit 1 month written notice in accordance with 6.1. The other person taking responsibility for the sessions must have parental responsibility for the child, they must re-register the child and accept responsibility for payment for the sessions indicated on said booking form. Any additional sessions indicated on the booking form will be subject to the admissions policy and charged to the person completing the booking form. Responsibility for payment of childcare fees remains with the person who made the original booking until the 1 month notice period has expired. The transfer of liability booking will commence on the day after the date that the notice period expires.
  - 2.29. A receipt will be issued upon receipt of cash payment.
- 3. Non/Late payment of fees:**
- 3.1. CK regards non- or late payment of fees or other charges as a material breach of this contract. A fixed administration charge detailed on our fee schedule, is payable in respect of any cancelled or unpaid fees payable under this contract which is either not initiated by that bank/building society or is not received by CK as required by clause 2.
  - 3.2. In the event of non-payment or late payment of fees in breach of this contract CK shall serve written notice of such non- or late payment requiring payment to be made within 7 days of the date of the notice on the parent/guardian. CK reserves the right to make an administrative charge as detailed on our Fee schedule.
  - 3.3. In the event that any fees or other charges are not paid within 7 days of the date of the notice of non-payment served, CK reserves the right to terminate the contract without notice thereafter.
  - 3.4. In addition to any sums payable under this contract, the parent/guardian agrees and undertakes to indemnify CK for and against any and all costs, fees, charges and expenses the nursery may incur as a result of or arising from late or non-payment of charges payable under this contract, including, but not limited to, for the avoidance of doubt, any and all legal and other professional fees and expenses it may incur as a result of instituting legal or other proceedings against a parent/guardian for non or late payment of charges property due and owing to it under this contract

*Creative Kidz Terms and conditions-01/04/2016*

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#### **4. Taster sessions**

- 4.1. This offer is open to UK residents aged 3 to 11 years only.
- 4.2. The child must attend the school where the chosen taster session is required.
- 4.3. Each child is entitled to 1 Free Breakfast club and 1 Free after school club taster session..
- 4.4. The Taster Session must be booked at least 7 days in advance.
- 4.5. Free taster sessions cannot be used by any child that has previously attended Creative Kidz clubs.
- 4.6. Free taster sessions can only be booked by calling: 02380455699.
- 4.7. Free taster sessions are subject to availability at the chosen setting. If we are fully booked or cannot offer the chosen session, the Parent is instead welcome to bring their child to stay and play for 1 session but the child's Parent/guardian must stay with the child at all times.
- 4.8. Any child using a Taster session must complete the registration process before the session can be allocated.
- 4.9. If the child has any additional or special requirements such as health issues or allergies, we will require a health care plan and may need to obtain additional information from the child's GP.
- 4.10. Taster sessions can only be used once by any one child.

#### **5. Promotions, special offers and discounts.**

- 5.1. Advertised offers and promotions can only be used 1 time
- 5.2. They cannot be used in conjunction with any other voucher offer, promotion or special offer.
- 5.3. 10% discount applies to contract after school club bookings for siblings attending identical sessions.
- 5.4. 10% discount applies to the cost of each full day session when booking 1 full week (Monday to Friday).

#### **6. Changes or Cancellations:**

- 6.1. One month's written notice of your intention to reduce the number of sessions/days your child/children attends CK must be given, or one month's fees paid in lieu of notice for the number of sessions/days reduced by. Cancellation will only be accepted if given in writing by way of an email to: [admin@creativekidz.org.uk](mailto:admin@creativekidz.org.uk). We shall acknowledge receipt of written notice by email to the primary email address supplied by the customer. The Notice period will not take effect until we have acknowledged receipt of written notice. You must include your child's full name, the name of the setting your child attends and which sessions you wish to cancel. Text messages or hand written letters passed to members of staff will not be accepted as a form of written notice.
- 6.2. Please let us know if your child will not attend during the notice period so that we know whether they will be attending or not.
- 6.3. Notice will be effective from the day it is received by the manager. If notice is received out of hours (8am to 6pm Monday to Friday), it will be effective from the subsequent working day.
- 6.4. If you wish to book additional sessions, you must complete a new contract. All bookings are allocated in accordance with our admissions policy.
- 6.5. CK must be informed 1 month in advance of any changes to your booking and this notice period is payable. We do not swap sessions.
- 6.6. One month's written notice of your intention to withdraw your child (children) from CK must be given, or one month's fees paid in lieu of notice.
- 6.7. CK is closed on all English Bank Holidays. After school club and breakfast club regular bookings are as per published school terms, the breakfast and after school clubs are closed during school holidays and on inset days unless otherwise notified.
- 6.8. Fees are not charged for school holidays unless we are operating a holiday club and you have booked holiday club sessions..
- 6.9. If you cancel an ad hoc session, you are still liable for the cost.
- 6.10. If you cancel a holiday club session within 1 month of it starting you will still have to pay for the session.
- 6.11. A booking form is required for each and every booking including ad hoc sessions.
- 6.12. Ad hoc sessions cannot be booked more than 2 weeks in advance.
- 6.13. Availability of ad hoc sessions cannot be guaranteed.
- 6.14. CK may, in its absolute discretion, take the decision to close without prior notice, due to adverse weather, or other circumstances outside our control. If CK should close in such circumstances, we shall be under no obligation to provide the contracted services or to provide alternative care facilities for the child and the Parent/guardian will not be entitled to any refund of fees or sessions in lieu.
- 6.15. Parents/guardians who have submitted a booking and whose children have not yet commenced their childcare at CK are obliged to give not less than 1 month's written notice of any required reduction or cancellation of the contracted services. Where less than 1 month's notice is given, CK reserves the right to charge a one off fee equal to the daily rate of the reduced sessions.
- 6.16. Upon termination of the contract for whatever reason, whether by notice or otherwise, CK shall have no further obligation to provide the contracted services.
- 6.17. The 1 month written notice period condition will still apply when transferring responsibility of an existing booking to another person, for example an ex-spouse or another family member. The person who made the original booking will remain responsible for the payment during the notice period.

#### **7. Childcare Vouchers:** *If you wish to pay for childcare using Childcare vouchers these additional terms and conditions apply.*



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- 7.1. If your account is in credit due to overpayment by childcare vouchers, refunds can only be made through the childcare voucher system due to the tax free element of Childcare vouchers. However, if the amount to be refunded does not exceed the amount paid by other payment methods (cash, credit / debit card or cheque) within the current tax year this can be refunded to you by cheque.
  - 7.2. Fees are due in advance by the first of each month. However we, recognise that childcare vouchers can take a few extra days to reach us so payment by childcare vouchers can be made up until the 7<sup>th</sup> of each month. If you receive your childcare vouchers later in the month than this they will need to be attributed to the following month's fees.
  - 7.3. We currently accept childcare vouchers from many providers However if you wish to use childcare vouchers from any provider we are not currently registered with, i.e. your employers in-house vouchers, we are able to accept these providing payment (not just the voucher) is received by us no later than the 7<sup>th</sup> of the month that the fees are for. We have introduced these measures to reduce the risk of non-payment for Childcare Vouchers.
  - 7.4. We reserve the right to stop accepting childcare vouchers from any provider.
  - 7.5. If for any reason we are unable to redeem your childcare voucher you will be responsible for payment of the fees due by another payment method.
- 8. Food and Drink:**
- 8.1. You must inform the staff if your child suffers from food/drink allergies or intolerances. You must also complete a health care plan.
  - 8.2. Creative Kidz settings are a Nut Free zone! Please do not provide your child with any food which may contain nuts! We have children enrolled at Creative Kidz who have severe allergic reactions when coming into contact with many things such as peanuts, peanut products, dairy, milk, egg and shell-fish. The implication of such a reaction (Anaphylaxis), for these children, is serious and could be fatal. A reaction can occur if the food is ingested or comes in contact with the skin. At the setting's we take all reasonable precaution and request that you assist us in making sure that this doesn't happen, we, therefore, are unable to permit food containing the following products to be brought into our settings: nuts of any kind including peanuts and peanut products, egg and shell-fish.
  - 8.3. Snacks and drinks are provided free of charge and are a choice, an additional fee will be charged for packed meals and breakfast during holiday club sessions, you must state on the booking form if you require this for your child as it will not automatically be provided, charges are detailed on the price list.
  - 8.4. Although we provide the option of food this is not included in the cost of our service therefore we cannot refund or reduce fees if this is not an option your child wishes to take. Although available and offered daily, snacks are not compulsory, they are a choice.
  - 8.5. Children are offered a healthy snack during after school club each day, this may vary each day. It is not intended to replace a meal it is simply to see your child through until tea-time therefore please do not expect your child to be "full up" when they are collected.
- 9. Absence**
- 9.1. Parents/Guardians must notify the club and the school that your child attends if your child will not be attending a club session. This is important for your child's safety. If your child is not going to attend a session, please let a member of the staff know before the session starts. Please do not assume that if school personnel know of the absence of a child, the club staff will know as well, as Creative Kidz is a totally separate organisation. Please call, text or email the club that your child attends.
  - 9.2. If you need to leave a message, please request a call/text you back to ensure they have your message. **Do not contact the Creative Kidz office to report absence as we may not be able to pass on the message to your child's setting in time.**
  - 9.3. Parents/Guardians must notify the setting their child attends, as soon as possible if their child will not be attending i.e. going to friends for tea or staying behind for after school activities; as if the child does not arrive when expected we will then implement the missing child procedure. Do not report absences to the office.
  - 9.4. If your child is attending a club or has a sporting event after school and will be late to the Creative Kidz, please notify our members of staff, as we have to use valuable time finding out the reason for the absence.
  - 9.5. If your child is absent from CK (including illness or holiday) on their standard booked day or additionally booked sessions, no refunds will be made or accounts credited.
- 10. After school activities**
- 10.1. If your child attends another club after school, before attending Creative Kidz, you must complete and return the after school activities notification form before the club starts. We have quite a number of children attending different clubs at different times and it is not easy to keep track of them unless it is in writing, you can find an activity notification form on our website: [www.creativekidz.org.uk](http://www.creativekidz.org.uk), you will also
  - 10.2. If your child doesn't arrive when notified to be expected then the missing child policy will come into force.
  - 10.3. It is the Parent's/Guardians responsibility to inform Creative Kidz if your child is not attending another after school activity when he/she is expected to do so, so we can ensure that he/she will be with us soon after school.
  - 10.4. It is the Parent's/Guardians responsibility to inform Creative Kidz if your child will be collected directly from the after school activity and therefore will be absent from Creative Kidz to avoid unnecessary implementation of the missing child procedure.
  - 10.5. If your child is no longer attending another club, we must be notified promptly.
  - 10.6. Creative Kidz staff are not responsible for collecting your child from an after school activity therefore you will need to make arrangement for them to be brought to the club.

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### 11. Independent arrival/departure:

- 11.1. If you wish for your child to arrive or depart to/from Creative Kidz independently then we must be notified and receive written permission in advance.
- 11.2. If your child is going to be absent then normal absence procedures apply \*

### 12. Dropping off and Collecting Children:

- 12.1. Please make sure you provide us with at least 2 emergency contact details, in an emergency, we will only accept your child to be collected by someone who is not familiar to the staff team, if we have received prior consent, ideally a written note, in addition to this the person collecting your child must provide us with the pre-agreed password for verification purposes.
- 12.2. Children are not permitted on the premises before or after the session time booked. Due to costs involved a late collection fee will be charged per child per 10 minutes (or part thereof). This will be charged on every occasion. The fee level is detailed on the price list.
- 12.3. Parents are requested to ensure they park with consideration to others, use the correct entry and exit routes and abide by speed restrictions and all other road laws. E.g. not using mobile phones whilst driving. At our Hamble/Netley Abbey clubs you are not permitted to use the staff car park, there is a car park adjacent to the school, you can then access the club via a side gate, and this is a condition of our licence.
- 12.4. When collecting from CK, Parents/Guardians must allow sufficient time for discussions with staff prior to the end of their child's session, still ensuring that they leave the club by the end of the stated finish time.
- 12.5. Parents/Guardians must not wander around or access any area of the school/premises other than those delegated for use to CK.

### 13. Health

- 13.1. Any medication your child needs to take whilst they are within CK care must be clearly marked with the child's name and dosage instructions.
- 13.2. A child who, in the opinion of the CK management, is obviously ill when they arrive at the club will not be accepted. This includes children who have been given medication (such as paracetamol) that may have masked symptoms. If your child becomes unwell while in our care, we will contact you, explain the situation, and ask you to collect your child as soon as possible. In certain circumstances, you may be asked to contact your own GP's practice for further assistance. In addition to children who are unwell, children with any ailments considered infectious or contagious will be excluded from the club for the allocated period of time. Refer to infectious illness exclusion period guidance on our website.
- 13.3. Medication will never be given without the prior written request of the Parent/Guardian; we require written information so a signed and dated medication consent form must be in possession of CK before administering medication. The information requested includes frequency, dosage, any potential side effects and any other pertinent information, if your child's health condition requires possible use of an EpiPen, a written and signed instruction from the child's GP will need to be obtained in order to allow us to comply with insurance requirements before we can administer the medication and therefore we will not be able to admit your child until this is in place.
- 13.4. All medication must be handed to a staff member. Under no circumstances must any medication be left in your Child's bag.
- 13.5. It is a requirement that all children must have followed the NHS Vaccination schedule. See <http://www.nhs.uk/conditions/vaccinations/pages/vaccination-schedule-age-checklist.aspx>. Parents will be asked to confirm their child's vaccination status upon registration, if this status changes it is the responsibility of Parents to inform the manager. This is in order to prevent the spread of potentially life threatening diseases such as Measles.
- 13.6. Medication consent forms can be downloaded from our website and e-mailed to [admin@creativekidz.org.uk](mailto:admin@creativekidz.org.uk); you must not assume that we have received this unless you have received confirmation either verbally or by e-mail.
- 13.7. If your child has special requirements a Health care plan must be completed, giving staff an insight into your child's condition and what to do in an emergency.
- 13.8. Children attending CK with an injury, however small, whether this happens at home or at CK must be recorded on an accident form.
- 13.9. We don't have access to medication left at school therefore please supply us with whatever you have specified your child may need.

### 14. Behaviour:

- 14.1. CK reserves the right to refuse or exclude any person at any time prior to or during the Club sessions on a permanent or temporary basis if, in the absolute discretion CK, that person's behaviour is detrimental or incompatible with the general wellbeing and safe running of the club, or wellbeing of the child itself, any other child at CK or any team members. In this instance no refund will be given and any costs incurred, including any damage, will be passed onto the Parents/guardians who will also be responsible for the collection of the child from the club.
- 14.2. So far as it is reasonably able to do so in the circumstances, CK shall communicate its reasons for the exclusion in writing to the Parent/guardian prior to any such exclusion being affected.
- 14.3. Permanent exclusion of a child under clause 14.1 shall immediately terminate the contract whereupon clause 6.17 shall apply.

### 15. Complaints/Concerns:

- 15.1. Should you have any concerns regarding your child's time at CK, please in the first instance talk with the Play leader of the particular club? If you are not satisfied with the action taken, please then telephone CK Partners-Kelly or Brian Keeling on 02380455699. Should you wish to contact CK in writing please send written concerns C/o Mrs K or Mr BM Keeling to 120 Saltmakers House, Hamble Point Marina, Hamble, Southampton, Hampshire. SO31 4NB.

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- 15.2. CK will investigate your concerns and respond within fifteen working days. A copy of the complaints procedure can be obtained from the Club Play leader and is available on the website [www.creativekidz.org.uk](http://www.creativekidz.org.uk)
- 16. Data protection.**
- 16.1. We are registered with the ICO under the Data Protection Act 1998.
- 16.2. The personal information requested on our registration and booking forms is required to allow our employees to provide out of school care. This information will not be divulged to persons unconnected with the Club without your express permission. It is the Parent/guardians responsibility to update CK with any changes in personal information including home address, emergency contact numbers and medical information. It is essential that the staff can contact Parents and emergency contacts whilst their children are in attendance at CK.
- 16.3. All personal data that you provide will be held and processed in accordance with the requirements of the 1998 Data Protection Act.
- 17. Liability:**
- 17.1. Creative Kidz holds Public liability insurance with Morton Michel.
- 17.2. We sometimes take the children off site, for example to the local park, it is automatically assumed that they are allowed to participate in off-site activities, though we do ask for consent, CK does not accept any liability for personal injury or the death of any participant unless caused by the proven negligence of Creative Kidz or its employees. Creative Kidz does not accept any liability for the loss or damage of any property belonging to participants.
- 17.3. Creative Kidz accepts no responsibility for losses or additional expenses in the event of cancellation or change due to strikes, school closure, disasters, war or the threat of war, acts of terrorism, weather, sickness or any event outside the control of the company.
- 17.4. CK shall have no liability whatsoever to any Parent/guardian or child in relation to loss of or damage to the goods or property of any Parent/guardian or the goods or property of any child admitted to our settings (even if such loss is caused by negligence on the part of CK). Any property brought by the child or the Parent/guardian to, or left by them at, the settings is done so entirely at their own risk. This includes use of the car park and your car and contents.
- 17.5. Nothing in this contract shall exclude or limit CK's liability in respect of death or personal injury or for any matter in respect of which it would be unlawful for the company to exclude or to attempt to exclude liability for.
- 17.6. Creative Kidz reserve the right to refuse admission.
- 18. Safeguarding:**
- 18.1. Children attending CK with an existing injury, however small, whether it happened at home or at school, must be recorded in the accident file. This is a registration requirement from Ofsted. \* See written Safeguarding Policy.
- 19. Non-solicitation of team and Babysitting**
- 19.1. The parent/guardian undertakes that they shall not, during this contract or for a period of 6 months following termination of this contract, employ, solicit or entice away or seek to entice away from CK's employment any person who was employed by CK at the date of termination of this contract or in the 6 month period prior to the termination of this contract.
- 19.2. The parent/guardian agrees that in the event that clause 19.1 is breached by them they will immediately pay CK a sum equal to 2 month's salary of the relevant employee so employed, solicited or enticed away by them, which sum the nursery estimates it will cost to replace the said employee.
- 19.3. This clause 19 shall not apply where the employment or solicitation relates exclusively to the provision of babysitting services by a person employed by CK to the parent/guardian, where the babysitting takes place entirely outside CK's normal opening hours. However, where a parent/guardian does engage a person employed by CK on such a basis the parent/guardian acknowledges that they do so entirely at their own risk and that neither the nursery nor its insurers shall have any responsibility or liability whatsoever in that regard.
- 20. Information:**
- 20.1. Policies and procedures are available on the babysdays website, a log in for which you will be issued upon registration. If you have not received a log in for babysdays please inform the manager by email - [admin@creativekidz.org.uk](mailto:admin@creativekidz.org.uk) They are also available upon request. they are updated as and when necessary.
- 20.2. The attached information is the responsibility of CK and the details are published in good faith as of April 2016. It is not issued on behalf of the schools herein. Any reproduction of the information or any related CK literature is prohibited without the permission of CK.
- 20.3. We reserve the right to terminate your child's place with CK if the terms and conditions are not adhered to.
- 20.4. E-mail submission of a booking confirms your acceptance of the admissions policy.
- 20.5. Submission of a registration form confirms that you have Parental responsibility for the Child/children you are placing in our care.
- 20.6. Some Communication/Information is given to parents either by newsletters which are emailed to the primary email address supplied, displayed on our notice board, or via our website. Special events and outings are always made known to parents with as much notice as possible. If you would prefer communication on paper format, please speak to the supervisor of your child's setting.
- 20.7. Please be aware that we are a completely separate organisation from the schools we operate from therefore they are not obliged to pass on information about absences for example. Our office number can be used for general information, booking or invoicing information between the hours of 8am and 6pm.

*Creative Kidz Terms and conditions-01/04/2016*

*Creative Kidz, 120 Saltmakers House, Hamble Point Marina, Hamble, Southampton, Hampshire. SO31 4ND  
02380455699/07871312116      [admin@creativekidz.org.uk](mailto:admin@creativekidz.org.uk)      [www.creativekidz.org.uk](http://www.creativekidz.org.uk)*



**Terms and Conditions of booking** -These are the terms and conditions governing bookings with Creative Kidz (hereinafter "CK")

**20.8.** The setting mobile phones are only manned during the club's hours of Operation-See opening times/fees.

**20.9.** These Terms and Conditions are subject to amendment; Parents/Guardians will be notified either by e-mail or in writing of any changes made.

**21. Social Media:**

**21.1.** We respectfully ask that parents and staff do not discuss any Creative Kidz related issues on Facebook, twitter or other social network sites. Please be aware that these sites are often public, and information could innocently be placed in the wrong hands. We thank you for your co-operation with this. Please see social media policy for more details.