



**Jumping Juniors Ltd.**

**Holiday Club Terms &**

**Conditions**

## **Terms and Conditions**

When booking with Jumping Juniors, these Terms and Conditions and the Policies and Procedure documents define the agreement between us and let you know what to expect from Jumping Juniors and what we expect from you.

If you have any questions about our Terms and Conditions or Policies & Procedures, then please call 01892 240397 or email [hello@jumping-juniors.com](mailto:hello@jumping-juniors.com)

## **Age of Children**

We only accept children from age 6-11 years old. Children younger/older than this will not be accepted into the holiday club.

## **Bookings**

All bookings must be made online using our booking system on our website ([www.jumping-juniors.com](http://www.jumping-juniors.com)). A booking is confirmed once successful payment has been made and a booking confirmation email has been received. No bookings can be made over the phone.

## **Payment**

Jumping Juniors accepts payment by credit card, debit card, or Klarna. All of these options are displayed on our booking system, Pebble. We do not accept payment by cheque. All bookings must be paid in full before the club start date or your children will not be able to attend.

## **Changing Your Booking**

We require to be informed at least 48 hours before the day you are booked onto to be able to change the booking. Changing the booking is subject to availability we have on other days; therefore, we cannot guarantee that we can make a change. If notified within the correct timescale, changing a booking is free.

## **Cancellations**

We require at least 72 hour's notice before the date you have booked onto to receive a full refund. Refunded credit card payments will be subject to a 10% fee due to processing costs. If you give us less than 72 hours notice before the date(s) you would like to cancel, we will be unable to process a refund.

## **Breakfast Club and Extended Hours Club**

Breakfast Club and Extended Club hours are 7.30am – 8.30am and 15.15pm – 18.00pm and can be booked at an additional charge. This Breakfast Club and Extended Hours Club will be facilitated by Wadhurst Primary School. Jumping Juniors takes no responsibility for the running / management of the club. If you have any questions or concerns during the club, please contact them on **01892 347289**.

## **Child Information**

It is the responsibility of the person making the booking to ensure that all details provided in the booking form are accurate and completed in full. Failure to supply the important information we need about child (e.g. medical information) will result in your child being denied entry at the Holiday Club.

## **Special Educational Needs or Disabilities**

Jumping Juniors recognises that the needs of every child may vary and will endeavour to accommodate children with specific needs and/or medical conditions within the club environment. It is our policy not to exclude any child due to specific needs and/or medical conditions wherever possible.

It is the responsibility of the parent/carer to inform us of any medical conditions and special educational needs or disabilities on the booking form. We can then discuss how best to accommodate the child and consider whether any reasonable adjustments can be made to ensure they are able to fully participate and enjoy the activities.

Jumping Juniors does not provide one-to-one support. We are happy to accommodate a child with specific needs on a paid trial basis and reserve the right to review further bookings.

All children attending Jumping Juniors Holiday Club, irrespective of age, are expected to be capable enough to use the toilet independently. The Jumping Juniors staff are not expected to wipe, change nappies, or assist the children in using the toilet facilities. We are aware that accidents can occasionally happen, and we will help the children when required to do so. If this a regular occurrence, parents will be contacted about a plan of action going forward.

### **Illness, First Aid and Emergency Medical Treatment**

Jumping Juniors requires that all children who are ill or infectious to be kept home for the full duration of their sickness, and for 48 hours after the last symptom occurs. Jumping Juniors will only administer medication if it has been prescribed by a doctor or other health professional. A parent/carer is required to complete a Permission to Administer Medication Form before we administer any medication.

Essential prescribed medication including EpiPens must be handed in to the Club Manager for safe keeping.

In the event of an accident, first aid will be administered to children in our care, and the emergency services will be called if necessary.

### **Child Exclusion**

Jumping Juniors has a responsibility for ensuring the well-being and safety of all children in our care. In line with our Behaviour Management Policy, we have zero tolerance on damaging equipment, discrimination, bullying and persistent poor behaviour of any kind, irrespective of any special needs. On rare occasions, and in more serious cases, we reserve the right to ask parents to remove children from club either for the remainder of the day (part exclusion), or for the rest of the season (full exclusion). No refund will be made for any remaining days booked, and any costs associated with the exclusion will be the parents/carers responsibility. We reserve

the right to exclude a child at any time at the Holiday Club. The parent/carer will be expected to come and collect their child.

### **Pick Up Time**

All children must be collected on time. Late collection may accrue a fee.

If your child is attending Extended Hours Club and are going to be late, please contact Wadhurst Primary School on 01892 240397.

### **Notice of Absence**

If a child is not attending a scheduled day on club, parents/carers must telephone or email to allow us to update records. No refund will be given if notified on the day. Please refer to our Cancellation section in the Terms & Conditions to know more about our timescales for refunds.

### **Programme and Activities**

From time to time, we may need to change activities for reasons within or outside our control.

Activity programmes are subject to change in the event of unsuitable weather or other circumstances beyond our control. Timetables displayed on our club agenda are a guide and may not stay the same every day.

### **Personal Property**

All personal property belonging to your child is your/their responsibility and Jumping Juniors is not liable for any lost or damaged property at the club. If you believe that your child has left an item at the club, please telephone or email us and we will do our best to assist you. Lost property will remain on site until the Holiday Club has finished its last day. If items are not collected, they may be disposed of or donated to charity.

### **Mobile Phones and Electronic Devices**

All mobile phones and electrical devices are prohibited at Jumping Juniors Holiday Club. If found, children will be asked to place the device in the Club Manager's box which will be

secured at all times. The device will be returned to the authorised parent/carer at the end of the day.

## **Insurance**

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

## **Photography / Filming / Media**

Please be aware that Jumping Juniors occasionally take photographs/video footage of children at our club for promotional reasons. Photos and filming may be posted on social media. Please complete the booking form prior to attending the club to let us know of your consent preferences for photos/videos or your child.

## **Complaints**

Please read our Complaints Policy for full details on how to make a complaint. In first instances, please speak to the Camp Manager on site or email us at [hello@jumping-juniors.com](mailto:hello@jumping-juniors.com) with any concerns. We will endeavour to get back to you as soon as possible.

## **Safeguarding**

Jumping Juniors has a legal obligation to safeguard the children in our care. Any suggestion of child abuse or neglect will be investigated and reported to our regulator, Ofsted, or relevant local authorities and agencies.

## **Policies and Procedures**

If you would like to see any of our policies in full, please contact [hello@jumping-juniors.com](mailto:hello@jumping-juniors.com).

## **Data Protection**

Jumping Juniors is registered as a Data Controller under the Data Protection Act 1998 (GDPR from 25th May 2018). To process your booking, we need to collect personal details about you and the children attending. We will treat it as confidential and keep it secure, complying with all relevant UK legislation.

We will use your email address and telephone number to contact you with information that relates to any bookings that you make and any information that we might need that relates to the welfare of your child.

You may receive emails from time to time about news about our clubs. To stop receiving these emails please email [hello@jumping-juniors.com](mailto:hello@jumping-juniors.com) and request to be removed from our mailing list.