



Terms and Conditions - Hive Holiday School for Parents/Carers

These Terms and Conditions ("Agreement") govern your participation in any HIVE Education Group activities ("Program") organised by HIVE Education Group Limited ("Organiser"). By registering and participating in our programmes, you agree to comply with the following terms and conditions:

1. Registration and Enrolment:

- a. Participants must complete the registration process and provide accurate and up-to-date information. Enrolment details will be captured as part of booking online.
- b. Enrolment in the Program is subject to availability and will be confirmed upon receipt of payment.
- c. The selected fee (daily or group) is non-refundable unless otherwise specified.
- d. Childcare vouchers: Please allow 5-7 working days for your vouchers to reach our account, we will require your child's full name and the reference number, please email: rob@hiveeducationgroup.com with the long number ending in TFC so we can identify and allocate your payment. If booking within 16 days of the booking start date you will be required to pay by a credit/debit card at the time of booking and then be reimbursed once we receive your Vouchers/Tax Free childcare. If your voucher provider charges administration costs these will be charged.

All balances must be cleared before children attend the provision otherwise your booking may be cancelled.

2. Eligibility:

- a. Our courses are typically designed for children aged 7-12 years of age.
- b. Participants must have a genuine interest in the each course's content and must agree to abide by all relevant rules and regulations. This includes agreement of the HIVE Education Group behaviour policy. Breaches of this policy that endanger the well-being or welfare of other participants can result in the Company terminating your child's place without a refund.

3. Course Details:

- a. Course dates, duration, location, and activities will be communicated to participants upon enrolment.

b. The Organiser reserves the right to alter or cancel any course due to unforeseen circumstances. In such cases, reasonable efforts will be made to provide suitable alternatives or refunds.

4. Code of Conduct:

a. Participants are expected to conduct themselves in a respectful and responsible manner throughout the selected course.

b. Any form of harassment, discrimination, or disruptive behaviour towards other participants, staff, or property will not be tolerated.

c. Participants must adhere to all safety guidelines, policies, and instructions provided by the Organiser and the venue.

5. Liability:

a. Participants are responsible for their personal belongings. The Organiser will not be liable for any loss, theft, or damage to personal property.

b. The Organiser will not be held liable for any injuries, accidents, or health issues that may occur during the summer school programme, except in cases of gross negligence or wilful misconduct.

c. You and your child/ren must take all appropriate measures for the protection and security of any valuables, baggage or other personal possessions.

d. We accept no liability for loss or damage to valuable, baggage or personal property unless such loss or damage is proven to be due to our negligence or that of our employees. The Company is not liable for any damage or loss of mobile phones or electronic devices.

e. If any personal possessions are missing at the end of the day, please let our team know about immediately as there may still be time to find the missing property. We strongly suggest that items such as mobile phones, jewellery, CD players, mp3 players, I-pods, personal video games, digital cameras, designer clothes shoes/trainers etc. should not be brought to our schools as they are not necessary. We are unable to accept responsibility for any loss or damage.

f. We have a strict no mobile phone policy during the structured sessions and all children are required to ensure these are kept in their bags at all times whilst content is being delivered.

6. Insurance:

HIVE Education Group Limited holds all necessary Public Liability Insurance.

7. Health & Safety:

a. At the time of booking, it is the responsibility of the parent/guardian to supply us with full information relating to the child's physical and mental

health, including an EHCP if the child has one. In order to maintain appropriate standards of health and safety, if your child has additional needs you will need to discuss these with us in advance of booking to ensure our staff can fully support your child.

- b. To help prevent the spread of illness/disease, children must not attend course/activity if they are ill or infectious or been in contact with someone who has recently been diagnosed with an infectious illness/disease.

8. Photography and Videography:

- a. HIVE Education Group may take photographs or videos during the selected courses for promotional purposes. By participating, you consent to the use of your image for such purposes, unless you opt out at the time of booking.
- b. To ensure that our marketing materials give an accurate and honest impression of our courses, we use images of children attending previous activities in our marketing. If you do not wish images of your child to appear in our future marketing materials, please inform by emailing rob@hiveeducationgroup.com prior to the arrival date so that we can ensure that your child is not included within any photographs which may later be used for marketing purposes.

9. Confidentiality:

- a) Participants are expected to respect the privacy and confidentiality of others. Discussions and personal information shared during the course should not be disclosed without consent.

10. Data Protection

To process your booking, we need to collect personal details about you and all the children on your booking. It is your responsibility to ensure that you have permission to pass on these details. Additionally, we'd like to hold and use some of your details for future marketing purposes we'll ask for your consent to this when you register your details with us. From time to time, we may also send you information about other third party products and services you may find of interest.

Our Privacy Policy can be found on our website – www.hiveeducationgroup.com.

11. Payment and Cancellation:

- a. Full **payment** of the course fee must be made before enrolling.
- b. As places are limited, we require at least 35 days' notice of **cancellation** before the commencement of the activity. In such instances, we will refund 50% of the transaction fee. If you have paid by Childcare Vouchers we will hold the amount in

credit on your account minus the appropriate deposit amount. If your voucher provider accepts refunds, you can request the refund to be returned to your provider.

If you give us less than 35 days' notice before the date(s) you would like to cancel, no refund is available.

Please allow 10 working days to process refunds.

12. Governing Law:

This Agreement shall be governed by and interpreted in accordance with the laws of England and Wales.

13. Parental permissions:

Parents/carers must agree to the following statements:

- *'In the event of my child requiring medical attention, and being that I or other named contact being uncontactable for any reason, I give my full and formal permission for the course leader to give any required consent for the application of medical treatment by a qualified medical professional.'*
- *'I understand that HIVE Education Group Ltd staff will ensure that any safeguarding concerns are passed onto the relevant authorities.'*

14. Safeguarding

HIVE Education Group has legal obligations in relation to safeguarding and any suggestion of child abuse or neglect will be investigated and reported to our regulator, Ofsted, or relevant local authorities. If you would like a full copy of our Safeguarding Policy, please email rob@hiveeducationgroup.com.

15. Illness and First Aid

For the protection of other children and staff we require that all children who are ill or have flu-like symptoms be kept at home until 48 hours after the symptoms have gone.

HIVE will only administer medication if it has been prescribed by a doctor or other health professional and on direction from the parent/guardian. Essential prescribed medication including EpiPens must be handed in to the School Leader for safe-keeping. HIVE First Aid policies are in line with Ofsted recommendations.

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.

16. Personal property, Valuables & lost and found items:

All your child's personal property is your responsibility, HIVE is not liable for any lost or damaged property on campus. If you believe that your child has left an item on camp, please contact our Lead Teacher who will do their best to assist you. We will retain any lost property until the last day of the course. If unclaimed lost property will be donated to charity.

17. Amendments:

Hive Education Group reserves the right to update or modify these Terms and Conditions as necessary. Clients will be notified of any changes in a timely manner

18. Complaints

We always endeavour to deliver an excellent experience for the children. If any issues do arise during your child's time with us, please inform the Lead Teacher who will endeavour to rectify before you need to make a formal complaint. If you are aware of any issues that you think can be improved please let us know at the earliest opportunity.

We strive to deliver inspiring childcare to children from across London and beyond, however, rarely something may occur which may not meet your expectations regarding delivery and service, which is disappointing for all involved.

You can raise any issues that you may have by Telephone, email or letter, in line with our Complaints Policy, a copy of which can be found on our website:

www.hiveeducationgroup.com.

19. Recruitment

All of our Hive Education Group Ltd staff are recruited in line with our Safer Recruitment procedures and all have enhanced DBS checks undertaken prior to their contacts commencing.

By participating in any HIVE Education Group Ltd activities, you acknowledge that you have read, understood, and agreed to abide by these Terms and Conditions.