

# Terms & Conditions

## Customer Eligibility:

### You must:

- Be 18 years old and legally able to enter into contracts**
- Complete the registration process via booking and email**
- Agree to these Terms and Conditions**
- Provide true complete and up to date contact information**

## 1. PAYMENT

We can accept Visa debit and credit cards as well as Mastercard and Maestro online via our class4kids booking pages (the links to this will be available on [www.serenkids.com](http://www.serenkids.com)).. Please note, we do not accept cheque payments.

Payment confirms your acceptance of these terms & conditions and all of the policies of Seren Kids Ltd (Company number: **14115630**) available at: <https://serenkids.com/policies>. The named person on the booking confirmation accepts the booking conditions on behalf of all on the booking form.

## 2. BOOKING ALTERATIONS/LATE BOOKINGS

Alterations cannot be made to after school club bookings. For holiday club bookings, alterations will only ever be made subject to availability and with a minimum of 7 full days' notice before the day your child is due to attend. Seren Kids reserve the right to charge an administration fee of £5 for this service.

For bookings requested after the booking deadline for each club type has passed, places will only be offered subject to availability and reasonable notice. All late bookings will incur an automatic £5 administration fee.

### **3. CANCELLATIONS/REFUND POLICY**

It is not Seren Kids policy to issue refunds for any cancellations. If a credit note is issued (see below), the credit note will only be valid for a period of 12 months from the date of issue.

## **HOLIDAY CLUB CANCELLATIONS (including child sickness):**

We require at least 14 full days' notice of cancellation before the day your child is due to attend to issue a 100% credit note.

We require at least 7 to 13 full days' notice of cancellation before the day your child is due to attend to issue a 50% credit note. If you cancel your sessions without giving us at least 7 full days' notice before the day your child is due to attend, you will not receive any credit.

## **AFTER SCHOOL CLUBS CANCELLATIONS:**

We do not issue credit notes for after school club cancellations unless the cancellation request is due to child sickness/injury, which keeps the child away from the club for at least three consecutive sessions. Sickness/injury will need to be validated by a doctor's note. A credit note will be issued for the fourth and any subsequent sessions which are missed due to the child sickness/injury.

### **4. LOST PROPERTY**

Please ensure that children do not bring valuable toys and belongings when attending our clubs. Seren Kids cannot be held responsible if they go missing. We cannot guarantee the return of lost property, but will endeavour to return items on request which we are able to identify. Parents will be required to pay the cost of postage. Seren Kids will keep lost property for a period of two weeks only. If it is left unclaimed after this period has expired, Seren Kids will distribute the lost property to local charities.

### **5. PHOTOGRAPHY**

We take photographs and videos at our venues which may be used for marketing and promotional purposes and/or in line with the purpose of the club and other Seren Kids policies including Digital images policy available at: <https://serenkids.com/policies>. Upon booking you are required to give consent to the digital images policy and agreement. You can opt out to certain aspects of the Digital images policy and agreement or change your consent setting at any time by emailing [hannah@serenkids.com](mailto:hannah@serenkids.com)

## **6. MEDICAL INFORMATION**

In order to care for your child in the best possible way, and for their own safety and wellbeing, Seren Kids 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 upon booking via our class4kids booking system. Any changes to circumstances can be made by emailing [hannah@serenkids.com](mailto:hannah@serenkids.com).

Seren Kids reserve the right to exclude children for whom full information (as described above) has not been provided, either from taking part in certain activities or (if felt necessary) from attending Seren Kids clubs altogether until full information has been provided. It is your responsibility to ensure we hold the correct information at all times and we reserve the right to cancel a booking at any time where there has been a failure to provide said information. No refund or credit will be issued in those circumstances.

Seren Kids requires all children who are ill or infectious be kept at home for the full duration of their ailment, and for 48 hours after the last symptom occurs.

Additionally, parents are directed to our first aid policy at: <https://serenkids.com/policies>

Which gives more details in relation to how we operate with regards to medical details and first aid during our camps and clubs.

## **7. LATE FEES & Lateness**

Seren Kids 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 or email, the parent/guardian will be subject to an immediate charge of £10.00 per child. It is at the managers discretion to award a grace period of 10 minutes in exceptional circumstances and if the parent is not normally late. An additional £10.00 will be charged for every 15 minutes which passes, up until collection. If the

parent/guardian is unable to pay the late fee at the point of collection, we will invoice you via email.

If the parent is over 30 minutes late without any communication to the Seren Kids club/camp the staff members will resort to the following policies which may be found on our website:

Attendance & Uncollected Child Policy

Safeguarding Policy

## **8. SAFEGUARDING**

Seren Kids 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 Policy as detailed in our policies and procedures at: <https://serenkids.com/policies>

All Seren Kids team members go through a strict safer recruitment process including enhanced DBS clearance reference checks and disqualification by association checks.

## **9. RATIOS/AGE GROUPS**

Seren Kids ratio of staff to children for after school and holiday clubs will be no more than 1:16. It is not our policy to change our staff to children ratio, but if there is a medical requirement of an individual pupil that would require a different ratio, we would try to provide more staffing if our wider circumstances allow, but this would not be a guarantee and we reserve the right to ask parents to collect a child where we are unable to meet the ratio requirements of the child, and there would be no refund for this.

Where a child requires a 1 to 1 ratio, this is not something we would be able to provide, and the parent/carer will need to ensure a 1 to 1 is in place to attend with the child. The chosen adult for 1 to 1 must also pass our safer recruitment checks before they are allowed to be left unattended with children at our services/settings. You may see more in our health and safety policy at: <https://serenkids.com/policies>

## **10. LIABILITY**

Seren Kids does not accept liability for personal injury or death of any participants unless directly caused by the proven negligence of the company or its servants.

## **11. INSURANCE**

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

## **12. EXCLUSION/SUSPENSION**

Seren Kids reserves the right to exclude/suspend or refuse a child without notice, if we consider that their presence compromises the good atmosphere of the club. Transport home will be the responsibility of the parent and no refund/credit will be issued.

For more information you may also see our behaviour policy and other policies at <https://serenkids.com/policies>

## **13. PROGRAMME CHANGES**

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

## **14. POLICIES AND PROCEDURES**

Copies of Seren Kids policies and procedures are available on our website <https://serenkids.com/policies> or can be sent to parents on request by emailing [hannah@serenkids.com](mailto:hannah@serenkids.com).

Upon booking with Seren Kids Parents are acknowledging that they are understand and agree to these policies.

## **15. ENFORCED VENUE CLOSURE**

If any Seren Kids club is forced to close due to the compulsory closure of its premises by order of a competent authority (e.g. School, 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), Industrial Action (teaching strike etc.) or for any other reason, customers will still be liable for any fees due/paid, during the entire period of closure.

## **16. COMPLAINTS**

Seren Kids is committed to providing high quality, after school clubs delivery and holiday childcare and are 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 Club Manager, who will complete a complaints report, and do everything possible to ensure the complaint is dealt with as quickly and effectively as possible. If the complainant feels that the outcome of the complaint is insufficient, or would like to take the grievance further, the complaint should be made in writing via email to: [hannah@serenkids.com](mailto:hannah@serenkids.com) . If in the unlikely event that you are not 100% satisfied with the outcome of the complaints procedure, you may wish to contact the Ofsted Early Years Complaints Helpline, on 0300 123 1231, or write to their Regional Office, <https://www.gov.uk/government/organisations/ofsted>.

More information on our complaints policy can be found at: <https://serenkids.com/policies>

## **17. DATA PROTECTION & PRIVACY**

Seren Kids 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. [Read our full Privacy Policy here](#).

Seren Kids also uses tapestry for signing in, out and accident forms. Upon signing up to a Seren Kids camp you are agreeing to us using the information you have provided on our tapestry platform also. More information about tapestry can be found here: <https://tapestry.info/>

## **18. Admissions**

Seren Kids provide services to all children and are free from discrimination regardless of their gender, specific needs, learning difficulties, background, religion, ethnicity or how well they can speak English. However, for adult child ratio information please see Section 9 of these terms and conditions.

## **19. Mobile Phones and Electronic Devices during Holiday Camps**

Children are requested not to bring mobile phones or electronic devices to any Seren Kids Services. In certain circumstances and if a mobile device is brought in by a child, the device will be kept in the site managers box which will be locked and secured at all times. Seren Kids do not take any responsibility for the damage or loss of any mobile phone or electronic devices that are brought to its services.

Please note that each Seren Kids site has access to a site phone and/or tablet device to be used appropriately within our services and in case of emergencies.

Parents/Guardians are required to contact Seren Kids club leaders direct contact number, which will be on display and available to parents or guardians during drop off, in the event they may need to contact us or speak with their child during service times. For After school clubs, the number will be provided on the letters and forms pack sent out upon booking.

Further information can also be found in our Online Safety policy at:  
<https://serenkids.com/policies>

## **20. Food and Drink**

Seren Kids provide the following food/drink options for holiday camps:

Parents/Carers provide own food/drink

Tap drinking water available on demand for the children at premises, and children will be encouraged to take regular water breaks

**Seren Kids have a strict NO NUT policy, which MUST be adhered to during all service provisions.**

## **21. Behaviour**

Seren Kids ensures that all staff and children attending services are treated with the same respect during all activities, with the use of effective behaviour management strategies to promote the welfare & enjoyment of all children attending.

Seren Kids expects its staff and children to be free from bullying, harassment, and aggressive behaviour, and will not tolerate such behaviour from children attending the services or from their parents/legal guardians.

Seren Kids will work in partnership with parents, schools and children with the aim to manage behaviour using clear, consistent & positive strategies. Our staff will use encouraging positive behaviour as well as providing clear guidance for managing poor behaviour and maintaining the safety and welfare of children and staff

We recommend that all our activities have clear 'rules and agreements in place', these can be displayed for all to see, with the children taking an active role in each session, as well as being able to discuss freely as and when required.

Seren Kids has a responsibility for ensuring the well-being and safety of all children in its care and have approved procedures for managing behaviour. The company follows a zero tolerance policy on discrimination, bullying and persistent poor behaviour of any kind.

On rare occasions, and in more serious cases, Seren Kids reserves the right to ask parents/legal guardians to remove children from its services.

In the event of unacceptable behaviour by parents/legal guardian Seren Kids reserves the right to terminate any current bookings and close the customer account.

In these events, no refund will be made for any remaining days booked, and any costs associated with the exclusion of the child, or the termination of the account including transport home, will be the responsibility of the parents/legal guardian.

More on our behaviour policy can be found at: <https://serenkids.com/policies>

## **22. Sign in and sign out of child/ren and Security for Holiday Camps**

Seren Kids work in accordance with Ofsted's requirements and have strict security procedures to ensure the safety of your child/ren which is paramount at all times;

All children must be checked in and out of service at the start and end of the day by a parent/legal guardian or an authorised carer as specified on the forms filled out by the relevant parent/guardian during the booking process.

**children will only be released into the charge of nominated collectors detailed on the registration information on their customer account who are in possession of the correct password**

More information can be found in the attendance and uncollected child policy at:

<https://serenkids.com/policies>

### **23. First Aid**

In the event of an accident, first aid will be administered in accordance with the permissions you have agreed and confirmed during the registration process to children in our care, and the emergency services will be called if necessary. All Seren Kids First Aid policies are written in accordance with Ofsted recommendations and can be found at: <https://serenkids.com/policies>

### **24.Changes**

We may change any of the Terms and Conditions by posting revised terms and conditions on our Website and/or by sending an email to the last email address you gave us.. The new terms and conditions will be effective immediately and apply to any continued or new use of our Services. We may change the Website, the Service, or any features of the Service at any time.

### **25.Other Important Terms**

We may transfer our rights and obligations under a contract to another organisation, but this will not affect your rights or our obligations under these terms. We will always notify you in writing or by posting on our website if this occurs.

You may only transfer your rights under the terms which shall extend to any participant, but such extension shall not affect our rights to terminate or vary contract in accordance with the terms.

Your rights under the terms shall extend to any participant but such extension shall not affect our rights to terminate or vary any contract in accordance with the terms.

Each of the paragraphs of these terms operates separately, if any court or relevant authority decides that any of them are unlawful or unenforceable then the remaining paragraphs will remain in full force and effect.

If we fail to insist that you perform any of your obligations under these terms, or if we do not enforce our rights against you, or if we delay in doing so, that will not mean that we have waived our rights against you and will not mean that you do not have to comply with those obligations. If we do waive a default by you, we will only do so in writing, and that will not mean that we will automatically waive any later default by you.

These terms are governed by English law. This means a contract for the activity through our site and any dispute or claim arising out of or in connection with it will be governed by English law. You and we both agree that the courts of England and Wales will have non-exclusive jurisdiction.