

## **ROCKET CLUB TERMS AND CONDITIONS**

### **1. Bookings and Payment**

- 1.1 A child's place is confirmed only once payment has been received.
- 1.2 Places are allocated on a first-come, first-served basis.
- 1.3 Rocket Club reserves the right to refuse or cancel a booking where necessary.

### **2. Cancellation and Refunds**

- 2.1 If a parent or guardian cancels a booking more than seven days before the booked session, a refund may be issued at Rocket Club's discretion, less any administration costs.
- 2.2 No refunds will be given for cancellations made after seven days of the booked session. This is because staffing, venue hire and other operational costs are committed in advance based on booking numbers.
- 2.3 No refunds will be given for non-attendance, late arrival, illness, or early collection.
- 2.4 In exceptional circumstances, Rocket Club may offer a transfer to another session at its sole discretion.

### **3. Supervision and Activities**

- 3.1 Rocket Club provides supervised play opportunities and activities for children aged 4-12 years.
- 3.2 Children are supervised at all times by appropriately vetted staff.
- 3.3 Rocket Club aims to maintain staffing ratios in line with current Ofsted guidance and recognised good practice.
- 3.4 Rocket Club encourages active, adventurous and outdoor play. Activities may include running, climbing, den building, ball games, imaginative play and other age-appropriate activities.
- 3.5 Children aged 6 and over may be permitted to climb designated trees and participate in other supervised adventurous play activities where staff consider it appropriate and safe to do so. If you do not wish your child to climb any trees please advise when booking in.

### **4. Risk and Responsibility**

- 4.1 Parents and guardians acknowledge that active play, outdoor play and adventurous activities involve an inherent level of risk.
- 4.2 While Rocket Club takes reasonable steps to provide a safe environment and appropriate supervision, minor accidents and injuries may occur during normal childhood play, including but not limited to slips, trips, falls, collisions, scratches and bumps.
- 4.3 By making a booking, parents and guardians accept these ordinary risks associated with children's play activities.

4.4 Nothing in these Terms and Conditions excludes or limits Rocket Club's liability where such liability cannot legally be excluded under English law.

#### 5. Health and Behaviour

5.1 Parents and guardians must provide accurate information regarding medical conditions, allergies, dietary requirements and emergency contact details.

5.2 Rocket Club reserves the right to contact emergency services where necessary.

5.3 Rocket Club reserves the right to refuse attendance or require collection of a child whose behaviour presents a significant risk to themselves, other children or staff.

#### 6. Collection of Children

6.1 Children may only be collected by authorised individuals named on the booking form unless alternative arrangements have been agreed in advance.

6.2 Identification may be requested where staff are unfamiliar with the collecting adult.

#### 7. Photography and Media

7.1 Photographs and videos may be taken for safeguarding, promotional or operational purposes only where parental consent has been provided.

#### 8. Changes and Force Majeure

8.1 Rocket Club reserves the right to amend activities, staffing arrangements, venues or schedules where reasonably necessary.

8.2 Rocket Club shall not be liable for cancellations or interruptions caused by events beyond its reasonable control, including severe weather, venue closure, public health restrictions or other unforeseen circumstances.

By completing a booking, parents and guardians confirm that they have read, understood and agree to these Terms and Conditions.