

Rainbow Children's Corner LTD

Terms and Conditions (Effective 2025/26)

These Terms and Conditions apply to all children attending Rainbow Children's Corner LTD. By making a booking, you agree to the terms set out below.

1. Our Locations

Rainbow Children's Corner operates from the following venues:

RAINBOW STREET

Potter Street Academy
Carters Mead, Harlow, CM17 9EU

RAINBOW LODGE

The Parent Hood Hub – The Lodge
Latton Bush Centre, Southern Way, Harlow, CM18 7BL

The venue your child will attend will be confirmed prior to the start of the booked childcare period.

2. Services & Opening Hours

We provide Holiday Club childcare during school holidays and half terms, as well as a Saturday Club on selected dates.

Holiday Club – Standard Session:

8:30am – 4:00pm

Holiday Club – Extended Session:

4:00pm – 6:00pm (subject to availability)

Children must not be dropped off before 8:30am and must be collected by their booked end time.

Saturday Club:

10:30am – 4:30pm (selected Saturdays only)

Saturday Club dates and availability will be published on our booking system and social media channels.

3. Fees & Pricing

Holiday Club

- Holiday Club (8:30am–4:00pm): **£39.50 per child, per day**
- This fee includes snacks and drink top-ups throughout the day (water, milk and fresh juice) and fruit. Parents must provide a packed lunch and a labelled drinks bottle.
- Extended childcare from **4:00pm–6:00pm** is charged at an additional **£10 per child, per day**.

Sibling Discount

- A **5% sibling discount** is applied to the **overall Holiday Club booking total** where two or more siblings attend.
- The discount does not apply per day and cannot be combined with any other offers.

Saturday Club

- Saturday Club is charged at **£7 per hour**.
- Drink top-ups (water, milk and fresh juice) are included.
- **Snacks and lunch are not provided.** Parents/carers must supply a **full packed lunch and snacks** for their child.

4. Payments

- All bookings **must be paid for in advance** of your child attending.
- If payment cannot be made prior to attendance due to Tax-Free Childcare or Universal Credit payment dates, this **must be discussed with management at the time of booking** so that the invoice can reflect the correct payment date.
- If management is not informed, full payment will be required prior to attendance.
- We reserve the right to refuse attendance where payment has not been made in line with these terms.

Accepted payment methods include Tax-Free Childcare and Universal Credit. Payment details will be provided on your invoice.

5. Registration Forms & Information

- A completed **registration form is required for every child** before they attend.
- Registration forms must be **completed in full and kept up to date** at all times.
- Parents/carers are responsible for ensuring we hold the most recent:
 - Emergency contact details
 - Medical information
 - Allergy and dietary information

Failure to provide accurate or up-to-date information may result in your child being unable to attend.

6. Medical Needs, Allergies & Medication

- All allergies, intolerances, medical conditions and dietary requirements **must be clearly stated** on the registration form.
- Any child prescribed medication must have this clearly recorded, and parents must inform staff directly.
- We will only administer prescribed medication where it is essential and with prior parental consent.
- Emergency medication (such as inhalers or EpiPens) must be provided, clearly labelled, and declared on the registration form.

7. SEND / EHCP Information

- Parents/carers must inform us if a child has:
- An EHCP in place, or
- A diagnosed or suspected Special Educational Need or Disability (SEND)

This information must be included on the registration form to allow us to assess suitability, staffing, and support requirements.

8. Behaviour & Conduct

We expect respectful behaviour from all children and adults using our service. We reserve the right to terminate a child's place with immediate effect if behaviour places children, staff or others at risk, or breaches health and safety or safeguarding policies.

9. Sickness & Illness

Children must not attend if they are unwell or infectious. This includes (but is not limited to): - Fever - Vomiting or diarrhoea (children must be clear for 48 hours) - Contagious or infectious illnesses

If a child becomes unwell while in our care, parents or emergency contacts will be required to collect them promptly.

10. Accidents & Emergency Medical Treatment

- All accidents and incidents will be recorded and shared with parents/carers.
 - Basic first aid will be administered where necessary.
 - In an emergency, we reserve the right to seek medical treatment if parents or emergency contacts cannot be reached.
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11. Late Collection

Children must be collected on time. Late collection fees may apply. If a child is not collected and we are unable to contact parents or emergency contacts, appropriate safeguarding procedures will be followed.

12. Safeguarding

Rainbow Children's Corner LTD has a duty to safeguard and promote the welfare of children in line with current legislation. Concerns about a child's welfare may be shared with appropriate authorities where required.

13. Changes to Information or Terms

Parents/carers must inform us immediately of any changes to personal details or information provided. We reserve the right to amend these Terms and Conditions, with updated versions shared accordingly.

14. Acceptance of Terms

By booking a place with Rainbow Children's Corner LTD, you confirm that you have read, understood and agree to these Terms and Conditions.