

Terms and conditions

GENERAL INFORMATION

The After School Clubs run from 4pm to 5.00pm on Monday, Tuesday and Thursday, from 1.30pm to 3pm on Wednesday at Hanwell Community Centre (Westcott Crescent, W7 1PD). **The clubs will not operate during School Holidays.**

CLASSE REGISTRATION & CONFIRMATION

All parents/carers must complete our booking form and application form before a child can be accepted at our classes. This includes full contact details for parents/carers, medical information about your child and one other contact in case of emergency. It is your responsibility to tell us of any changes to your contact details or any information concerning your child. **Registration for an activity is on a per term basis.**

Your place will be confirmed after we receive your booking form and payment.

PAYMENTS

All accounts must be paid before the start of the club. **Late payments will incur a booking fee of £5. Once registration has been validated, no refunds are possible.**

ABSENCES

- In the absence of a teacher, parents are notified by email as early as possible. The teacher is replaced. The club can be modified and no refund is made.
- Any absence of your child must be reported to Kids' Hub London by email on info@kidshublondon.com.
- We are sorry but we will not be able to refund any days missed during the club.
- In order not to interrupt the operation of clubs, children are not allowed to leave before the end of the session except in the event of exceptional circumstances or medical emergencies in which case the family must notify Kids' Hub London by email.

CANCELLATION

If you wish to cancel the booking or any part of it, you must notify us immediately. All cancellations will be acknowledged. If you cancel your sessions without give us at least 7 full days' notice, you will not receive any credit.

Kids' Hub London reserves the right to cancel any course 24 hours before it commences due to insufficient bookings. Parents will be notified by email and will be able to register their child/children into another activity or request a refund.

LATE COLLECTION

- If you are running late, please contact **Sarah Letifi 07 818 280 361** so that arrangements can be made for staff to stay on site with your child. We therefore have a late collection fee to cover their additional time.

Any collection after the session has ended will incur a fee of £10.

SICKNESS/EMERGENCY TREATMENT

Children must not attend the class when they are unwell or suffering from a contagious illness or infection. In the event of a child becoming ill whilst at the club, the parent or nominated carer will be contacted to arrange to take their child home.

PERSONAL PROPERTY

We cannot take responsibility for your child's personal property, unless loss or damage is due to Kids' Hub London's negligence. If anything is missing when your son or daughter leaves the club please let us know about it. We recommend children wear all clothes you don't mind getting dirty as some activities can get messy/muddy (Pottery).

BEHAVIOUR

Children must respect all other children and teachers/Instructors. If after consultation with parents and the implementation of behaviour management strategies, a child continues to display inappropriate behaviour, the club may decide to exclude the child. Refunds will not be made if children are excluded from the club.

SAFEGUARDING

Our staff have a duty to respond if they suspect a child in their care be suffering from abuse, or if a child makes a disclosure about abuse. In this event the relevant staff will follow the Safeguarding (Child protection) Policy as detailed in our policies and procedures.

EQUIPMENT AND RESOURCES

If toys or equipment are not treated with respect and consequently become lost or broken, it is the parent's responsibility to pay for the equipment to be replaced.

LIGHT SNACK

Remember to pack a snack and a bottle of water in your children's bag.

PHOTOGRAPHY

We may wish to share photos with you on our facebook page Kids' Hub London or website (www.kidshublondon.com). The photos will be in collage format, so aren't downloadable individually and children will never be tagged in photos. Please inform us if you give permission for your child's image to be shared in our website/ Facebook page.

MOBILE PHONES

Use of mobile phones/electronic equipment for taking photographs and video footage on the premises is not permitted.

EMERGENCY

In the case of an emergency, I give my permission for my child (name)
to be taken to hospital and given medical treatment until I arrive. I understand that every effort will be made to contact me should there be an emergency or cause for concern.

I understand and agree to the terms and conditions as set out above.

Parent/Carer Signature:

Name:

Date: