



Wild Kids Club Holiday Club Terms & Conditions

By booking a place at Wild Kids Holiday Club, parents/carers agree to the following Terms & Conditions.

Booking & Payment

All bookings must be made in advance and are subject to availability. Places are confirmed once payment has been received. Bookings are non-refundable except where a session is cancelled by us.

Required Information

All required paperwork **must be completed prior to the holiday club starting**. This includes:

- Emergency contact details
- Medical information
- Dietary requirements and allergies
- Any additional needs or relevant information

Parents/carers must ensure that at least one emergency contact is **available and reachable for the duration of the session**. Failure to provide accurate and complete information may result in the child being unable to attend, with no refund given.

SEN & Additional Needs

We are an inclusive club and promote the benefits of outdoor time for all children. Holiday clubs operate at a ratio of **1 instructor to up to 15 children** and include a mix of free play and organised activities.

If your child has additional needs, please contact us **before booking** to discuss suitability. If your child receives **1:1 support at school**, you must contact us prior to booking so we can assess whether the required support can be provided. We are unable to offer 1:1 supervision or specialist behavioural support during holiday club sessions.

Behaviour & Safety

The safety and wellbeing of all children and staff is our highest priority. Children are expected to behave in a way that allows activities to run safely and respectfully.

If a child's behaviour:

- Poses a risk to themselves or others
- Repeatedly disrupts the safe running of the session
- Involves aggression, unsafe actions, or refusal to follow safety instructions

we reserve the right to request **immediate collection**. No refund will be given for the remainder of the day or any remaining booked days. This decision is final and made in the interest of group safety.

Physical Intervention

Staff may use **reasonable and proportionate physical intervention** only where necessary to prevent injury to a child, other children, or staff, or to prevent serious damage to property. Any such intervention will be recorded and shared with parents/carers.

Safeguarding

Wild Kids Holiday Club has safeguarding procedures in place and all staff are DBS checked and first aid trained. Safeguarding concerns will be managed in line with our procedures and, where necessary, escalated to appropriate agencies.

Illness & Exclusion

Children who are unwell, infectious, or unable to participate safely should not attend. If a child becomes unwell during the session and requires collection, parents/carers will be contacted and expected to collect their child promptly. No refund will be given in these circumstances.

Minimum Numbers

All sessions are subject to a minimum number of bookings. If minimum numbers are not met, we reserve the right to cancel or amend the session. Families will be offered a refund or transfer to an alternative session where possible.

Weather & Site Changes

Sessions operate primarily outdoors and will run in most weather conditions. If conditions are unsafe or a site becomes unavailable, we reserve the right to adapt activities or relocate to an

alternative nearby indoor or sheltered venue. A change of venue does not constitute a cancellation and does not entitle families to a refund.

Cancellations by Us

We reserve the right to cancel or amend sessions due to circumstances beyond our control, including low enrolment, staff illness, severe weather, or site unavailability. Where possible, notice will be given. Our liability is limited to a refund or transfer of the affected session(s).

Parent Cancellations & Absence

No refunds will be given for:

- Non-attendance
- Child illness
- Late arrival or early collection
- Behaviour-related exclusions

Late Collection

Children must be collected promptly at **3:00pm**. A **5-minute grace period** is permitted. After this, a late collection fee of **£10 per 15 minutes (or part thereof)** will apply. Fees are payable on the day.

Personal Belongings

Wild Kids Holiday Club cannot accept responsibility for lost, damaged, or misplaced personal belongings.

Complaints

We welcome feedback and aim to resolve concerns informally where possible. Complaints should be raised with the session leader in the first instance. If unresolved, complaints should be submitted in writing and will be responded to within a reasonable timeframe.

Acceptance of Terms

By booking, parents/carers confirm that they have read, understood, and agree to these Terms & Conditions and that all information provided is accurate and complete.