

## Collection of children from our activities

1. Children may only be collected by your named adult. If parental permission has been expressly granted in writing via our booking system or by email, children may leave to walk home at the end of the session.

2. **Late collection of children**

**It is essential that you keep your contact details up to date and that you ensure you have provided us with a backup emergency contact number in case you cannot be reached. You can access your account with us at all times by logging onto the booking system and editing your account <https://bookings.kidsartsacademy.co.uk/> .**

**The clubs finish at the times stated on your booking form.**

**If for any reason, you are delayed, please use the contact number 07967 653946 to let us know.**

**A late collection fee of £25 will be charged if children are collected after the session's official end time.**

Social services will be informed if your child remains uncollected at 6pm and you have failed to contact us.

## In case of illness

1. Please remember that we need to know if your child (or children) **will not** be attending activities booked – to do so please call the manager on 07967 653946 and email [bookings@kdisartsacademy.co.uk](mailto:bookings@kdisartsacademy.co.uk) .
2. Staff will contact parents/carers and request that a sick child be taken home if they become ill when they are in our care, please ensure you provide us with an emergency contact number as well as an primary contact number – these details can be updated on the online booking system under 'My details'
3. During term time - children that are recorded as unwell/sick during school hours may be accepted into the after school clubs at the discretion of our staff. If they are not accepted, they will remain the responsibility of the school.
4. We are unable to accept children into our care who are unwell. Please inform us of any infectious illness your child contracts.
5. If your child has had sickness or diarrhoea please do not send him/her to the Club for 48 hours after the illness has ceased.

## Policies and procedures

The Kids Arts Academy operates under several policies and procedures including our Safeguarding Policy and Procedures which are contained in the Parents Information Guide.

## Equal Opportunities

1. Our clubs provide a high level of accessibility to the community at large whenever possible, when using school premises for our after-school clubs the access has to be limited to the pupils of that school.
2. Kids Arts Academy operates an inclusive admissions policy, taking positive action wherever necessary to ensure that equality of access is provided to all children irrespective of race, gender and disability.

# Kids Arts Academy Terms and Conditions



3. Kids Arts Academy seeks to promote equal opportunities and counter discrimination and stereotyping in the materials presented to the children and experiences offered to them.

## Admissions

1. Bookings are made using our online booking system <https://bookings.kidsartsacademy.co.uk/> . This is a live booking system which is up to date with availability.
2. Your booking is only secured on receipt of payment.
3. Some of our activities run from venues which we have registered with Ofsted on the Voluntary Childcare register. Childcare Vouchers can be used to pay for activities at those registered venues only.
4. If paying by Childcare Voucher, confirmation from your CCV provider of payment to us (KAA) must be received within 48 hours of booking after which your provided bank card will be charged with the full amount payable.
5. For our after- school clubs we operate a waiting list for all clubs that are full. The waiting list is operated on a first come first served basis, please contact the bookings manager for more details of this by emailing [bookings@kidsartsacademy.co.uk](mailto:bookings@kidsartsacademy.co.uk).
6. For any children who need additional support, we require at least 3 weeks' notice to accommodate their booking in order for us to arrange additional staffing. Please note that we do not use agency staff, and so if we are short staffed for any reason we may not be able to accommodate your booking if additional support is required, however we will always do our utmost to do so.

## Cancellation Policy:

### Holiday clubs:

1. Cancellation of your booking must be provided in writing by parent/carer and emailed to [bookings@kidsartsacademy.co.uk](mailto:bookings@kidsartsacademy.co.uk)
  - 100% refund will be given if your booking is cancelled with 10 working days' notice
  - 75% refund will be given if your booking is cancelled with 5 working days' notice
  - 50% refund will be given if your booking is cancelled 3 working days' notice
  - No other refunds will be provided
  - We are unable to offer refunds for non-attendance
2. **Cancellation by the Provider:**

The Provider is entitled to cancel all bookings/registrations at any time up to 7 days prior to the commencement of the activities whereupon registration payments will be refunded in full.
3. In the event of cancellation, details of a local alternative childcare provider will be provided.
4. The Provider reserves the right to exclude any child who is disruptive.

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## **After school clubs:**

**Please note – the following info applies to bookings made via our online booking system.**

1. Our after-school clubs are organised and enrolled for the full school term.
2. We do not provide any refunds for absences of any children during term time.
3. If our activities are cancelled due to poor weather or staff illness a credit will be applied to your account.
4. If our activities are cancelled due to poor weather or staff illness, we will contact you by text and/or email to inform you. For this reason, it is essential that you keep your contact details up to date in the 'My details' section of your account.

## **Contact Information**

Manager & Safeguarding Officer:

Hannah Pearson 07967 653946

[hannah@kidsartsacademy.co.uk](mailto:hannah@kidsartsacademy.co.uk)

Bookings Manager: Jane Cooper Freeman: [booking@kidsartsacademy.co.uk](mailto:booking@kidsartsacademy.co.uk)