

The Kidz Lounge Limited - Terms & Conditions

Before, After School and Holiday Club
Ofsted Registration Number: 2695275

These Terms & Conditions form an agreement between The Kidz Lounge Limited and the parent/carer of the registered child/children.

By registering your child with The Kidz Lounge and booking sessions through our online booking system, you agree to the following terms.

1. Registration & Attendance

Parents/carers consent for their child to attend The Kidz Lounge and understand that the Club operates under a range of policies and procedures which are available upon request and via our website.

Parents/carers agree to:

- Abide by all Club policies and procedures
- Ensure registration details are accurate and kept up to date
- Provide all required information before attendance begins

Whilst attending The Kidz Lounge, children remain under the legal care and supervision of The Kidz Lounge staff until signed out by an authorised adult.

2. Collection Arrangements

Children will only be released to adults authorised on the child's registration form unless prior arrangements have been agreed with management.

Where somebody different is collecting, parents/carers must notify the Club in advance. Staff may request:

- A collection password
- Photographic identification

If no notification has been received, staff reserve the right to refuse collection until confirmation has been obtained from the main parent/carer.

3. Food & Snacks

Children attending the Club will be provided with:

- Breakfast during morning sessions
- A snack and drink during after school sessions

Parents/carers should not send snacks into the setting unless previously agreed with management due to allergies and safeguarding of dietary requirements.

Any dietary requirements, allergies or food intolerances must be disclosed during registration and updated as required.

4. Bookings & Absences

Parents/carers must notify the Club before the start of a session if their child will not be attending.

Booked sessions remain chargeable whether attended or not, including absences due to:

- Illness
- Holidays
- School trips
- Alternative arrangements

The Kidz Lounge is unable to swap or transfer missed sessions to alternative dates.

5. Contracted Sessions & Notice Period

Contracted bookings require a minimum of one month's written notice to:

- Cancel sessions
- Reduce sessions
- Terminate childcare provision

Requests should be submitted directly to management.

Ad hoc bookings are subject to availability and cannot be guaranteed.

6. Fees & Payments

Parents/carers agree to pay all fees promptly in accordance with the Club's Admissions & Fees Policy.

Failure to make payment may result in:

- Suspension of childcare
- Loss of contracted sessions
- Recovery procedures where necessary

7. School Closures & INSET Days

Planned school INSET days listed on the school calendar at the start of the academic year will not be charged unless alternative provision has been booked.

However, unplanned closures including:

- Emergency INSET days
- Snow days
- Adverse weather closures
- Other unforeseen school closures

will remain chargeable at the normal contracted rate.

8. Illness & Infection Control

Children who are unwell or have a contagious illness should not attend the Club.

Parents/carers agree to follow exclusion guidance in line with current UK Health Security Agency recommendations.

If unsure whether a child is fit to attend, parents/carers should contact the Club for advice.

9. Medical Needs & Emergency Treatment

It is the responsibility of parents/carers to keep management informed of any:

- Medical conditions
- Allergies
- Dietary requirements
- Medication changes
- Emergency contact updates

If a child becomes ill or injured whilst attending the Club:

- Qualified first aiders will provide appropriate treatment
- Parents/carers will be contacted as soon as possible

In emergency situations, where parents/carers cannot be contacted, staff may seek emergency medical treatment on behalf of the child in accordance with permissions provided during registration.

10. Behaviour Expectations

The Kidz Lounge promotes a safe, respectful and inclusive environment for all children and staff.

Parents/carers confirm they have read and agree to support the Club's Behaviour Management Policy.

Where behaviour places others at risk or seriously impacts the safe running of the Club, The Kidz Lounge reserves the right to:

- Implement behaviour support plans
- Temporarily suspend attendance
- Terminate childcare provision in exceptional circumstances

Booked sessions remain chargeable unless otherwise agreed by management.

Aggressive, threatening or abusive behaviour towards staff will not be tolerated under any circumstances.

11. Late Collection

The Kidz Lounge closes promptly at 6:00pm.

If delayed, parents/carers must contact the Club as soon as possible.

Late collection charges apply at:

- **£10 per 15 minutes after 6:00pm**

If a child has not been collected by 6:30pm and staff are unable to contact parents/carers or emergency contacts, the Club will follow its Uncollected Child Procedure, which may include contacting Social Care.

12. Personal Belongings

Children may take part in messy, outdoor and active play activities whilst attending the Club.

Parents/carers are encouraged to provide suitable clothing and clearly label all belongings.

Whilst every effort is made to ensure belongings are kept safe, The Kidz Lounge cannot accept responsibility for loss, theft or damage to personal items.

13. Mobile Phones & Cameras

Parents/carers and visitors must not use mobile phones, cameras or recording devices within the Club premises in line with safeguarding procedures.

14. Confidentiality & Data Protection

Information held by The Kidz Lounge regarding children and families will be treated confidentially and processed in accordance with UK GDPR and the Club's Privacy Notice.

However, where safeguarding concerns arise, the Club has a legal duty to share relevant information with appropriate agencies, including:

- Social Care
- Police
- Ofsted
- Health professionals
- Safeguarding partners

15. Accidents & Incidents

Parents/carers will be informed of any significant accidents, incidents or injuries involving their child whilst attending the Club. Accident and incident records will be maintained in accordance with safeguarding and legal requirements.

16. Policy Agreement

By registering with The Kidz Lounge, parents/carers confirm they have read, understood and agree to comply with:

- These Terms & Conditions
- The Club's policies and procedures
- Any future reasonable amendments communicated by management

The Kidz Lounge reserves the right to amend these Terms & Conditions where necessary.