

Sporty Stars After School Club Booking Terms and Conditions

When you book with Sporty Stars, these Terms and Conditions and other information such as our Parents Guide and Policies and Procedures document define the agreement between us and let you know what to expect from Sporty Stars and what we expect from you. If you have any questions about our Terms and Conditions, please call our director Danny Lewis on 07514983066.

1. Bookings

Bookings made online or by telephone will be confirmed by email via our booking system.

2. Payments

Sporty Stars accepts payment by credit card or debit card. We do not accept payment by cheque, American Express or PayPal.

3. Paying with Childcare Vouchers

Sporty Stars are unable to accept childcare vouchers for our after school clubs.

5. Cancellations

If you give us at least 7 days' notice before the first date of the after school club you would like to cancel, we will refund all monies paid. We are unable to offer refunds once the after school club starts.

6. Your child's information

It is the responsibility of the person making the booking to ensure that all details provided are accurate, in particular full information about each child, including medical and other special educational needs, and emergency contact information. If we do not have all this information before club starts, your children will not be allowed to attend the after school club.

7. Special requirements

Sporty Stars recognises that the needs of individual children vary, and will endeavour to accommodate children with specific needs and/or medical conditions within the camp environment. It is our policy not to exclude any child due to specific needs and/or medical conditions wherever possible.

It is the responsibility of the parent/carer to inform us of any medical conditions and special educational needs or disabilities, whether booking online or over the phone, so we can discuss how best to accommodate the child, and consider whether any reasonable adjustments can be made to ensure they are able to fully participate and enjoy the activities on offer within the staffing ratios provided for their age group. The needs of each child vary so decisions are made on a case-by-case basis and depend upon the level of support each individual child may require. We are not able to provide additional staff for our after school clubs. Where we feel that a child is not coping within this setting, we reserve the right to ask the parent/carer to come and collect their child. No refund will be available. Where a child does require one-to-one support, Sporty Stars will permit parents/carers to attend the club to support their child, providing the Sporty Stars safer recruitment standards are met. Sporty Stars does not provide one-to-one support.

We are happy to accommodate a child with specific needs on a paid trial basis and reserve the right to review further bookings.

8. Illness and First Aid

Sporty Stars requires that all children who are ill or infectious be kept home for the full duration of their ailment, and for 48 hours after the last symptom occurs. Sporty Stars will only administer medication if it has been prescribed by a doctor or other health professional.

In the event of an accident, first aid will be administered to children in our care, and the emergency services will be called if necessary.

Essential prescribed medication including Epipens must be handed in to the club leader for safe-keeping. All Sporty Stars First Aid policies are in line with Ofsted recommendations.

9. Child Exclusion

Sporty Stars has a responsibility for ensuring the well-being and safety of all children in our care and have approved procedures for managing behaviour. The company follows a zero tolerance policy on discrimination, bullying and persistent poor behaviour of any kind, irrespective of any special needs. On rare occasions, and in more serious cases, we reserve the right to ask parents to remove children from our after school clubs, either for the remainder of that session or the remaining sessions. No refund will be made for any remaining days booked, and any costs associated with the exclusion will be the parents' responsibility. We reserve the right to exclude a child at any time prior to or during a session due to illness. The parent/carer will be expected to come and collect their child.

10. Late Pick-up

All children MUST be collected by 4:30pm (unless timings are otherwise specified at time of booking). If for any reason you are unable to collect by stated time, we ask that you call Head Office as soon as possible. You will be charged a late pick-up fee of £10 for every 15 minutes after this time to cover the additional staffing cost. If we have no contact from a parent/guardian by 5pm, we will contact Social Services to advise them we have an uncollected child. We reserve the right to refuse future bookings from parents who continually pick up late.

11. Notice of Absence

If a child is not attending a scheduled day on camp, parents/carers must telephone the Camp Manager or Head Office to allow us to update records.

12. Programme and activities

Activity programmes are subject to change in the event of unsuitable weather or other circumstances beyond our control. We will always strive to fulfil all activities, especially if a multi sports club.

In exceptional circumstances we may have to cancel particular dates at a venue, and in this event, we will try to give those booked onto the programme at least 14 days' notice and will offer a suitable alternative if one is available, or refund all monies paid for the dates cancelled, if preferred.

13. Personal Property

All your child's personal property is your responsibility and Sporty Stars is not liable for any lost or damaged property. If you believe that your child has left an item at an after school club please contact head office or the school directly.

14. Mobile Phones and Electronic Devices

All mobile phones and electrical devices are prohibited at our after school clubs. If found, children will be asked to give device to the club leader. The device will be returned to the authorised parent/carer at the end of the session.

15. Insurance

All children in our care are covered by our Public Liability Insurance.

16. Photography / Filming

Please be aware that Sporty Stars occasionally take photographs/video footage of children for promotional reasons. If filming is due to take place, Sporty Stars staff will inform all parents on arrival and your children can be opted out if you wish.

17. Parent Feedback / Complaints

If you have concerns or suggestions, please tell us; we value your feedback and use it to develop and improve our services.

If you have a concern regarding an after school club, this should initially be raised with your child's after school leader or head office. If you are unable to resolve the issue, then the relevant Divisional Manager at Head Office will be advised, and will attempt to resolve the issue to your satisfaction. In the unlikely event that your complaint cannot be resolved, you may wish to contact Ofsted on 0300 123 1231.

18. Safeguarding

Sporty Stars has legal obligations in relation to safeguarding and any suggestion of child abuse or neglect will be investigated and reported to our regulator, Ofsted, or relevant local authorities and agencies.

19. Policies and Procedures

For our full policies and procedures document, please email our customer services team at info@sportystars.co.uk

20. Data Protection

Sporty Stars is registered as a Data Controller under the Data Protection Act 1998 (GDPR from 25th May 2018). To process your booking, we need to collect personal details about you and your children. We will treat it as confidential and keep it secure, complying with all relevant UK legislation. We will use your email address and telephone number to contact you with information that relates to any bookings that you make and any information that we might need that relates to the welfare of your child. We would also like to use some of your details to tell you about our products and services, and those of our parent/sister organisations and will ask for your consent during the registration / booking process. You may unsubscribe at any time.