

Terms & Conditions

Registration

All parents / carers must complete our registration form and make full payment before a child is enrolled. The registration link is on our website, 'jaegarhc.co.uk' JHC.

Age Range Accepted

We accept children from Reception to Year Six, Ages 4 to 11 year olds.

Booking Sessions

- All sessions requested by parents / carers are subject to availability.
- All sessions booked must be paid for in advance.
- No parent / carer should consider a booking as being accepted until payment has been received by JHC.
- Bookings can made up to 24hrs before the start of any session. Children will not be able to be booked in after that time.
- JHC will credit all fees charged, if the club is forced to close due to unforeseen circumstances

Refunds

Cancellation of Booking by Parent/Guardian

Cancellations of camp places should be as soon as possible and at least 72 hours prior to the camp beginning. The amount refunded will be your total payment minus 8% administration fee. Please be advised that this must be in writing and confirmed by JHC.

If you cancel your booking within 72 working hours of the 1st day of the camp commencing, we will charge an administration fee of 50%.

No refunds will apply once the 1st day of the holiday camp has started.

No refunds will apply if you book and cancel or cannot make the session while the camp is in progress.

Cancellation of Booking by Jaegar HC

If JHC cancels any days/sessions due to forces or factors outside of our control, we will give you a full or partial refund for the period missed.

Responsibility for attendance

- It is the parent / carer's responsibility to ensure that their child/children arrive, on time, to any Holiday Club, and are signed in accordingly.
- It is the parent / carer's responsibility to ensure that their child/children are aware that they will be attending.

Late Collection

We appreciate; at times parents/guardians may be running behind late, we will always endeavour to support you as much as possible. However, repeated late collections do have an impact on the JHC team as they also have life commitments.

If you are running late to collect your child, please could you kindly give JHC a call, ahead of time, so we are aware. We will make every effort to call parents/guardians, if a child has not been collected and if we are unable to make contact then we will have to follow our 'Safeguarding Policy' Procedure.

It is the responsibility of all parents / carers collecting children to do so promptly at the end of the session. Failure to do so will expose the parent / carer to the payment of a financial penalty and will constitute a breach of the terms and conditions, entitling JHC to exclude the child from subsequent sessions.

Responsibility for Payment

- The responsibility for payment of all fees, charges and penalties lies at all times with the person who has made the booking.
- Failure by JHC to make a written or verbal request for payment of fees does not constitute an excuse or reason for late, or non-payment under any circumstances.
- Failure to settle all fees and/or penalties when due may result in the clubs taking action (including legal action) to recover any outstanding sums.

Mobile Phones, Jewellery, Appropriate Clothing, Toys Etc.

Please refer to handbook on jaegarhc.com for guidance and compliance.

Educational Health Care Plan/Special Educational Need

If your child has an educational health care plan EHCP or has a special educational need, Please contact us before making a payment 'info@jaegarhc.co.uk'. We will look at every child individually to see if we can accommodate the needs of your child.

If a child attends the camp and we feel we cannot meet the needs of the child, we reserve the right to suspend or cancel a child's place. A full or partial refund will be made in these circumstances dependent upon the amount of time/days the child has attended the camp.

Child Behaviour

Please refer to handbook for camp behaviour policy.

Parking

JHC is located in residential area and there is no parking available on site, so please be mindful if you are dropping your child off by car not to block entrances, cause disruption to the local community and children arriving on foot.

Bikes & Scooters

We have space for bicycles and scooters on site, but responsibility for damage or loss will be with the owner.

Food & Drink

Parent/guardian to provide a healthy and balanced packed lunch, which can include a small carton/bottle of juice in addition to their water bottle. Only water is allowed in the bottles, children will have access to a refill facility throughout the day. Please note that fizzy drinks are **not** allowed.

Parents/guardians are required to notify Jaegar HC, of any special dietary requirements or allergies when they complete their online booking form. Please ensure that you update your customer account with any changes. This information will then filter through and be shared with Jaegar HC staff.

Jaegar HC have a strict NO NUT policy, which MUST be adhered to at ALL times!

Legal: Waivers, Exclusions and Jurisdiction

These terms and conditions are governed by English law and subject to the jurisdiction of the courts of England and Wales. JHC shall not be liable for any direct or indirect loss suffered by parents / carers as a result of club closures under the terms of the agreement, including but not limited to loss of profits, increased costs or expenses or wasted expenditure.

In Loco parentis

I give my consent to give any emergency medical treatment necessary for my child/children during the camp.

This policy was adopted by: Jaegar H C	Date: 10/10/2022
To be reviewed: 09/10/2023	Signed: Diana Mitchell