

# **Jaegar HC Terms & Conditions**

## **Registration**

All parents/carers must complete Jaegar HC (JHC) registration form and make full payment before a child is enrolled. The registration link is on our website, <https://jaegar-hc.classforkids.io/>

## **Child Care Payments:**

If paying using your Tax Free Childcare or Child Voucher account, payment must be posted within 24 hours of your booking.

## **Age Range Accepted**

We accept children from Reception to Year Seven, Ages 4-12 years old.

## **Booking Sessions**

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

## **Cancellations, Amendments, Refunds**

Cancellations of camp places should be at least 72 working hours prior to the camp commencing. The amount refunded will be your total payment minus a 30% administration fee. Please be advised that cancellation requests must be made 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 first 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

- Any amendments or swapping of days are at the discretion of JHC and must be confirmed in writing.

## **Service Closures**

If JHC cancels any days/sessions due to forces or factors outside of our control, we will give you a full or partial credit for the period missed. No other compensations will be made if our sessions not take place due to closure.

## **Responsibility for Attendance**

- It is the parent/carer's responsibility to ensure that their child/children arrive on time, for Camp Sessions.
- It is the parent/carer's responsibility to ensure that their child/children are aware that they will be attending.

## **Late Collection**

We appreciate that at times parents/guardians may be running late, and we will always endeavour to support you as much as possible. However, repeated late collections impact the JHC Team as they also have 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. Contact Number is: 020 3576 0715

It is the responsibility of all parents/carers to collect children promptly at the end of each session. The following fees will apply for late collection:

- 5-15 Minutes late - £5
- 16-30 Minutes Late - £15

After 30 minutes, if we have not heard from a Parent or Guardian, we will adopt our Safeguarding Policy.

JHC reserves the right to refuse a place for persistent offenders.

## **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 fees.

## **Mobile Phones, Jewellery, Appropriate Clothing, Toys Etc.**

Please refer to the handbook on [jaegarhc.com](http://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 assess if we are able to 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 of time/days the child has attended the camp.

## **Child Behaviour**

Please refer to JHC Handbook for camp Behaviour Policy.

## **Parking**

JHC is located in a 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**

Parents/guardians need 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 by a trained First Aider.