

Terms and conditions

Refunds

During a course it is in our policy to not issue refunds, if a child can no longer attend the playscheme or misses a day due to medical reasons and you require a refund please provide written reasons as to why you feel a refund should be given and this will be considered on an individual basis

Cancellations

Any cancellations 7 days or more prior to the start date of a course will receive a full refund. Any cancellations within 7 days to the start of the course will not be issued a refund.

Payment of fees

Our payment is through the ipal booking system which you will sign up to book your child onto the playscheme. Full payment must be made 7 days before the course starting date; if payment isn't received at least 72 hours prior to the start date then your child will not be registered onto the course.

Video and Photography

The PlayScheme may arrange for videos and photos to be taken, these will be taken by a DBS checked operator. Photos and videos will only be taken with parents consent. After parents consent we may use these photos or videos on our website.

Staff

We will try to provide the same member of staff for the duration of the course but in the case of illness we will provide similarly qualified teaching staff to replace them.

Medical Conditions

The Playscheme requires that you inform us of any medical conditions that may affect the child's ability to participate safely during the playscheme. We ask that you keep us informed if there are any changes in medical conditions. We will keep all medical information confidential. Staff working during your child's playscheme will be informed of medical conditions to improve the safety of your child in all activities and to prepare them in the case of an emergency.

Belongings and valuables

The Playscheme cannot accept responsibility for any belongings and valuables lost or stolen in the changing rooms or anywhere else on the premises of the facility we use. Please remember to remove jewellery e.g. bracelets ear rings, necklaces etc, before dropping your child off.

Public Liability

In the event of any proven negligence or lack of awareness or breach of duty by the instructor(s) The Playscheme, employees the participation of you, your spouse/partner, child or those in whose care you have placed your child for the purpose of taking part is done so completely at your and their own risk.

The Playscheme take no responsibility or any health issues caused by the borrowing of equipment.

The Playscheme will inform you of any changes to our terms and conditions.