

Templesprings Holiday Clubs

When booking with Templesprings Holiday Clubs, these Terms and Conditions and the Policies and Procedure documents define the agreement between us and let you know what to expect from Templesprings and what we expect from you.

ATP Holiday Allocation

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Effective from September 1st, 2025, Templesprings Holiday Clubs allow a maximum of 10 days per child per academic year. You can use the 10 days of your choosing over the academic year to attend Templesprings holiday clubs, to use these days the parent/carer can access them on the parent portal and sign your child up in the opened slots.

You can choose to use all in one holiday or spread the 10 days over the year.

Bookings

All bookings must be made online. A booking (for non-ATP clients) is confirmed when we receive the appropriate payment and/ or childcare vouchers and receipt of these constitutes acceptance of these terms and conditions. If booking by telephone or if you come to the centre in person, you will still be required to complete a booking form before arriving to club.

Payments

Templesprings Holiday Clubs accepts payment by credit card, debit card, bank transfer and childcare vouchers. We do not accept payment by cash. All bookings must be paid in full before club start date or your children may not be able to attend.

Paying with Childcare Vouchers

Templesprings Holiday Clubs accepts all childcare vouchers (CCVs) as a form of payment for bookings. Your booking will not be confirmed until we receive and process your CCVs. After receiving your booking confirmation email, please contact your childcare voucher provider and quote your booking reference number. Your childcare provider will then contact us to arrange payment. You will receive another order confirmation email from us when the voucher has been processed.

Changing your booking

If you give us 48 hours or more notice, you can change the day/s you wish to attend subject to availability, free of charge. If you give us less than 48 hours' notice, we will endeavour to change your dates, but this may not be possible.

Cancellations

If you give us at least 48 hours' notice before the club date(s) you would like to cancel, all due refunds will be kept in credit for future courses unless a refund is requested (in writing) in which case, we will refund all monies paid. Refunded credit card payments will be subject to a 10% fee due to processing costs. If you have paid by Childcare Vouchers and your voucher provider accepts refunds, you can request the refund to be returned to your provider.

If you give us less than 48 hours' notice before the date(s) you would like to cancel, no refund will be payable.

Extended Care (wrap around)

Our standard extended care hours are 9am to 10am and 2pm to 3pm and can be booked at an additional charge. Extended care can be cancelled if you give us 48 hours or more notice before club starts. All due refunds will be kept in credit for future courses unless a refund is requested (in writing), we will refund you in full. With less than 48 hours' notice, no refund is payable. If you wish to move extended care to a different club day, this is possible with 48 hours or more notice, free of charge.

Your child's information

It is the responsibility of the person making the booking to ensure that all details provided in the booking system (MyMusicStaff) are accurate, 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 on the club.

Children's needs

Templesprings Holiday Clubs recognises that the needs of individual children vary and will endeavour to accommodate children with specific needs and/or medical conditions within the club 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, over the phone and in person, so we can discuss how best to accommodate your child, and consider whether any reasonable adjustments can be made to ensure they are able to fully participate and enjoy the activities on the club 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 to support a child above our standard ratios of 1:10 for under 8-year old's, 1:15 for 8 years old and over, irrespective of any specific needs or medical conditions. Where we feel that a child is not coping within these ratios, we reserve the right to ask the parent/carer to come and collect their child. No refund will be available.

Templesprings Holiday Club 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.

All children attending holiday clubs, irrespective of age are expected to be capable enough to use the toilet independently. Templesprings staff are not expected to wipe, change nappies, or assist the children. We are aware that accidents can occasionally happen, and we will help the children when required to do so. If this a regular occurrence, parents will be contacted about a plan of action going forward.

Illness, First Aid and Emergency medical treatment

Templesprings Holiday Club 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. Templesprings

Holiday Club will only administer medication if it has been prescribed by a doctor or other health professional. A parent/carer is required to complete a Permission to Administer Medicine form prior.

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 Manager for safe keeping. Page | 3

Child Exclusion

Templesprings Holiday Club has a responsibility for ensuring the well-being and safety of all children in our care and have a behaviour management policy. 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 club either for the remainder of the day (part exclusion), or for the rest of the season (full exclusion). 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.

Late Pick-Up

All children MUST be collected by 2pm. If for any reason you are unable to collect by 2pm, we ask that you call us directly. Two members of staff will wait with your child until they are collected. You may be charged a late pick-up fee of £5 for every 1 minutes after 2pm to cover the additional staffing cost. If we have no contact from a parent/guardian by 2.30pm, 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. Timings are subject to change. Parents will be made aware of timings upon making their booking and will receive email confirmation.

Notice of Absence

If a child is not attending a scheduled day on club, parents/carers must telephone or email to allow us to update records.

Programme and Activities

From time to time, we may need to change venues, dates, activities, and courses for reasons within or outside our control.

Activity programmes are subject to change in the event of unsuitable weather or other circumstances beyond our control. Timetables displayed on club website or MMS (My Music Staff) are a guide and are subject to change.

In exceptional circumstances we may have to cancel 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.

Personal Property

All your child's personal property is your responsibility and Templesprings Holiday Club is not liable for any lost or damaged property on club. If you believe that your child has left an item at the club, please telephone, or email us and we will do our best to assist you. Lost property will remain on site until the last day of the club and should be collected before the last day. If this isn't possible, we will keep items for a week, after which items will be donated to charity.

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Mobile Phones and Electronic Devices

All mobile phones and electrical devices are prohibited in activities. If found, children will be asked to place the device in the Club Manager's box which will always be secured. The device will be returned to the authorised parent/carer at the end of the session.

Insurance

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

Photography / Filming / Media

Please be aware that Templesprings Holiday Club take photographs/video footage of children on club for promotional reasons. Photos and filming can be posted on social media so you're aware what your children are up to throughout the day. This will only be done with your permission. We shall seek permission by gaining consent when you complete your booking online. You do not need to allow permission.

Complaints

If you have concerns or suggestions, please read and follow complaints procedure policy.

Safeguarding

Templesprings Holiday Club 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.

Policies and Procedures

For our full policies and procedures document, please visit our website or email our customer services team at info@templesprings.com

Data Protection

Templesprings 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 upcoming clubs. To stop receiving the emails please email info@templesprings.com and request to be removed or unsubscribe once email has been received.