

Please return this copy

Kidzone Parent Contract

1. Kidzone

(a) **Our aims:** We aim to provide a high quality service which meets the needs of both parents/carers and children. For parents/carers this means knowing that your child is safe and happy in a club that is reliable and offers a consistent service. For a child this means an environment that is safe, supportive, encouraging, challenging, a place to be with friends and make new ones, try out new activities, to relax, to have fun and enjoy. Parents/carers are expected to give their support and encouragement to the aim of Kidzone and to uphold and promote its good name and to ensure that appropriate standards of punctuality, behaviour, discipline and hygiene are maintained.

(b) **The child's health:** Parents/carers must inform Kidzone if the child has any known medical condition or health problem or has been in contact with infectious diseases. Parents/carers must comply with the exclusion guidelines set by the Health Protection Agency that are displayed on the notice board in the cloakroom and a child must not be brought to Kidzone if unwell.

2. Parents/carers authority

(a) **Welfare of the child:** The parents/carers authorise Kidzone to take all necessary action to safeguard and promote the welfare of the child. Parents/carers consent to use such physical contact with children as may be lawful, appropriate and proper to provide comfort to a child in distress or to maintain safety and good order. Parents/carers consent also to emergency medical treatment, including surgery and/or general anaesthetic, if certified necessary by a doctor and if parents/carers cannot be contacted on the emergency numbers provided in time.

(b) **Accidents:** All accidents that staff are made aware of are documented in an accident book and reported to parents/carers.

(c) **Loss of property:** Kidzone will not be liable for loss of property brought onto the premises by parent/carer or child.

3. Entry to Kidzone

(a) **Registration:** Once a registration form has been completed and returned to us a child will be registered with our service.

(b) **Booking a place:** A place can be booked in writing or verbally. Once a place has been booked a charge will be incurred for that place unless the cancellation policy has been followed. (see clause 5a)

(c) **Standard terms and conditions:** Reasonable changes may be made from time to time to these standard terms and conditions and to the level of fees. Notice of any changes will be given in writing as soon as practicable.

(d) **Termination of the Contract:** A child will leave Kidzone when s/he reaches the age of thirteen. A child will no longer be registered with our service if they have not attended for one year.

4. Fees and Extras

(a) **Items Covered:** Fees cover meals and snacks. Extra-curricular activities may be charged separately and will not be refunded or waived. If you sign a consent letter for a trip/activity then you will be charged accordingly even in the event of absence.

(b) **Payment of Fees:** An invoice will be sent stating the sessions attended at the end of each month. Each invoice must be paid within 10 days from the invoice date, thereafter interest will be charged at 4% over the Royal Bank of Scotland base rate. Fees for non-Bolton School pupils must be paid weekly in advance. A child may be excluded from Kidzone at any time when fees are unpaid when due.

(c) **Responsibility for Payment:** Fees are the joint and severable responsibility of each person who has signed the Registration Form or who has parental responsibility for the child or has paid any fees or who has given instructions to Kidzone in relation to the child.

(d) **Late collection:** Late collection will attract a penalty of £20 for each 15 minutes or part thereof when children are collected after 6pm. Once a child has been collected late on three occasions it may be necessary to refuse parent/carer the future use of the service.

(e) **Childcare Vouchers:** Childcare vouchers are accepted as payment. Parents/carers must pay for any sessions or services provided which are not covered by the vouchers.

(f) **Late booking:** After school sessions booked on the same day will be charged a late booking fee. The late booking will be charged at £2.50 per child.

5. Cancellation, Withdrawal and Fees in Lieu

(a) Cancellation policy: If parents/carers do not wish their child to attend a session they must notify Kidzone at least 24 hours in advance. Failure to do so will incur payment in full, whether sessions were attended or not. Fees will not be waived through absence or sickness.

- (b) Removal:** Parents/carers may be required to remove the child temporarily or permanently if:
- a child poses danger to themselves or others (children and staff),
 - Because of the negative conduct of a parent/carer or the child.
 - If it appears to the Manager that the continued presence of the child is incompatible with the interests of Kidzone or
 - That Kidzone is not a suitable setting to meet the needs of the child.

There would be no refund of fees in these circumstances.

6. General Conditions

(a) Disclosures: The Manager must be notified in writing immediately of any changes in contact details or family situations, Court Orders or situations of risk in relation to the child for which any special precautions may be needed.

(b) Child Protection: The Manager has a duty to report any significant concerns s/he might have about the safety/wellbeing of a child to social services.

(c) Confidentiality: Parents/carers agree to inform Kidzone of any information's necessary to safeguard or promote their child's welfare or avert the risk of harm to their child or other person. Kidzone staff will be informed of sensitive issues concerning the child on a 'need-to-know' basis.

(d) Learning/Physical Difficulties: Parents/carers will be notified if it appears to Kidzone that their child may have learning/physical difficulties. The staff are not qualified to make a medical diagnosis but may be able to assist in seeking help from outside agencies.

(e) Equal Treatment: Kidzone welcomes staff and children from many different ethnic groups, backgrounds and creeds. Similarities and differences are valued and respected and all children are treated equally. Kidzone will do all that is reasonable to accommodate the needs of children with disabilities.

(f) Discipline: The parents/carers hereby confirm that they accept the authority of the Manager and staff to take all reasonable disciplinary or preventative action necessary to safeguard and promote the welfare of each child/staff member.

- (g) Photographs/video:** Please tick the options at the end of the contract. If you choose to give consent for Kidzone to take photographs or videos of your child, the photographs/videos may be used in Kidzone's promotional material such as press releases and website.
- Children attending Kidzone are not permitted to bring with them any electronic devices with the ability to take photographs or videos, any such device will be confiscated into the office until the child is collected.

(i) Severe weather: In the event of Kidzone's closure due to severe weather parents/carers can find information via twitter and the Kidzone website. We will contact you by telephone if possible.

(h) Baby-sitting: It is a condition of employment for all staff at Kidzone not to baby-sit for any child who attends this service.

(j) Insurances: Kidzone undertakes to maintain those insurances which are prescribed by law. All other insurances are the responsibility of parents.

(k) Complaints: Parents/carers who have cause for complaint in relation to any matters of quality, safety or care must inform staff without delay, by following the complaints procedure located on the website.

(l) Waiver: Any waiver of these terms and conditions is only effective if given in writing by the Kidzone Manager.

(m) Jurisdiction: This contract is governed exclusively by English Law.

Name of child/children: _____

Name in full: _____

I give consent for Kidzone to take photographs/videos of my child which may be used in promotional material:

YES
NO

I give consent for Kidzone to send promotional material and Kidzone information to my home address:

YES
NO

Print Name of Parent/Carer: _____

Parent/Carer Signature: _____

Relationship to the child: _____

Date: _____