

Bury Grammar School's Holiday Club Terms & Conditions

(Please note that these terms and conditions are for the Holiday Clubs run by Bury Grammar School. If your child is attending a holiday club run by one of our partners, please refer to their terms and conditions.)

1. Pricing

- The cost of our holiday clubs we provide will be clearly displayed on our website site.
- Payment confirms your acceptance of the booking conditions.

2. Payment

- All bookings must be accompanied by full payment.
- You can pay via credit/debit card or with childcare vouchers via the online booking system.
- Voucher payments must be received by us within 14 days from the date of the booking.
- Failure to make voucher payments within 14 days may result in the booking being cancelled.

3. Booking cancellations

If you request a booking cancellation the following will apply:

- 30 days before the day you are booked in for will receive a full refund
- 7 days before the day you are booked in for will receive a 50% refund
- Less than 7 days notice before the day you are booked in for no refund will be given

4. Booking cancellations due to illness

- Notification must be received by 12 noon the day before you are booked in for of non-attendance due to illness. Subject to availability, your booking can be amended to another Holiday Club date within the current academic year. This applies to the Holiday Club main hours of 9.00am – 4.00pm only and does not apply to any wrap around care purchased and no credit will be given for the wrap around care element of your booking.
- Notification after 12 noon on the day before you are booked in, no refund or amendment will be given.
- No child will be admitted to any Holiday Club or Activity Course if they are showing any signs of illness or infection on arrival and the relevant Manager or Holiday Club Coordinator will discuss any actions with the accompanying adult.
- If you arrive to drop off your child at holiday club and we cannot admit the child because in our opinion the child is too ill to attend we will not refund that days booking nor transfer you booking to another day.
- All children who are ill or infectious should not attend for the full duration of their ailment, and for 48 hours after the last symptom occurs particularly any child who has suffered a bout of diarrhoea or sickness.
- If your child shows signs of illness while attending Holiday Clubs at BGS our one of our staff members will contact you to come and collect your child. You must collect you child within 1 hour of being contacted. We will not be able to offer a refund for that days attendance nor to offer to transfer your booking to another date.
- If you are unsure whether a child may attend, please call us on 07590 851 919 to discuss.
- Parents/carers are ultimately responsible for determining their child's ability to actively participate in the daily activities. While we sympathise with the needs of each parent, we must provide a healthy environment for others.

5. Late Fees

- Children must be collected by the allocated collection time as indicated on the booking confirmation.
- If a child/children are collected after the allocated collection time, as indicated on the booking confirmation, the parent/guardian will be subject to the following charges:
 - After 6pm - £20 per charge per child for every 30 minutes (or part of 30 minutes) after 6pm
 - After 4pm – if you have not booked wrap around care for and you fail to collect your child at 4pm the wrap around care fee of £5 will be payable. This charge covers attendance from 4pm to 6pm.

All late charges must be paid by credit or debit card on the day.

6. Policies and Procedures

- Bury Grammar Schools policy and procedures are available on the Bury Grammar Schools website.

7. Liability

- All children attending BGS holiday clubs are covered by our or our holiday club partner's public liability insurance.

8. Ratios/Age Groups

- Bury Grammar School comply with the standard ratio of staff to children in different age groups.
- Children must be the age stipulated for the Holiday Club they are attending.

9. Photography

- Photographs may be taken during the holiday clubs, which could be used for marketing and promotional purposes.
- Photographs will not be taken of your child unless you give permission during the booking process.

10. Lost Property

- Please do not allow your child to bring expensive items to holiday club and ensure that any items children do bring are clearly labelled with the child's full name.
- Mobile phones and other electronic devices are not permitted.
- We encourage parents/guardians to check their child's belongings at collection each day.
- We will endeavour to return any lost items that we are able to identify.
- The School accepts no liability for lost or damaged property at any Holiday Club run at BGS

11. Medical Information

- Relevant medical information must be provided for each child at the time of booking.

12. Data Protection

- When you make a holiday club booking to one of the school's holiday clubs the following will apply:
 - The all data we collect about you is shown at the time of booking
 - The data is stored on the booking website, we do not share this data with any third party
 - You have the right to see the data we hold about you. Please go to the booking page on the website, select My Account, the "Send my data request" and we will email you a copy of your data within 30 days.
 - You have the right to ask us to remove the data from our records. Please go to the booking page on the website, select My Account then "Forget me" and we will remove or anonymize any personally identifiable data we have regarding you within 30 days. You will be emailed once the process has begun. After this is complete we will not be able to contact you again or have any history of you booking with us. You will also have no access to your account or any relevant data.
- The School will process personal data about you and your child in accordance with the Data Protection Act 1998 (as amended or superseded, including from 25 May 2018 the General Data Protection Regulation) and other related legislation.

13. Exclusion/Suspension

- BGS staff have the right to refuse to admit a child if their behaviour is considered by our staff to be out of line with our pupil code of conduct.

14. Appropriate Clothing & Potty Trained

- Children need to attend holiday clubs in the correct and sensible active wear suitable for the activity they are taking part in.
- If taking part in an outdoor activity, suitable outdoor clothing must be worn appropriate to the daily weather conditions and in warm weather, children must attend wearing sunscreen.
- BGS staff retain right to refuse entry if in the opinion of our staff children are not dressed appropriately.
- Children must be potty trained to attend a holiday club at BGS.

15. Food

- No lunch is provided in any holiday club at BGS.
- Parents must send their child to holiday club with an appropriate packed lunch.

16. Health & Safety

- Bury Grammar School takes Health and Safety very seriously
- Although all activities are risk assessed and supervised, some activities involve physicality which could lead to injury.
- Parents must be aware of this before sending their child to a holiday club at BGS.
- BGS accepts no liability for injury.

17. Complaints

- BGS is committed to providing high quality holiday care.
- If you or your child were not entirely satisfied with the service provided, then we would like to know about it.
- Complaints should be made to the Holiday Club Manager, who will do everything possible to ensure the complaint is dealt with as quickly and effectively as possible.

Bury Grammar Schools – Holiday Club Pupil Code of Conduct

Expectations of Behaviour

- Understand that I and other pupils have rights, which include: to be treated with respect, tolerance and fairness; to be listened to and share views; to be safe and happy; to be helped and supported
- Understand and respect others' views, culture, race, feelings, beliefs and values
- Take responsibility for the things that I do, including the ways I behave and attitude towards others
- Ask for help if I need it in any way
- Tell a member of staff if I am worried or unhappy, or if I have concerns about another
- Be kind and helpful
- Share with others and take turns
- Act in a manner that is polite, thoughtful and tolerant
- Behave in a safe way and listen to instructions
- Work to the best of my abilities
- Celebrate my achievements and those of my peers
- Take care of my own and other people's possessions
- Not do anything to deliberately upset another student
- Play in a safe and sensible fashion
- Include others and consider their views and needs
- Respect my learning environment and the school premises
- Move around school safely and consider the safety of others
- Keep the school tidy and put litter in the nearest bin