

# 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 fourteen. 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.
- (b) **Payment of Fees and Extras:** An invoice will be sent stating the sessions attended at the end of each month. Each invoice must be paid within 30 days from the document date, thereafter interest will be charged at 1% over the Royal Bank of Scotland base rate. A child may be excluded from Kidzone at any time when fees are unpaid.
- (c) **Responsibility for Payment:** Fees are the joint and severably 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) **Deposits:** A deposit which will be notified at the time of booking will be payable by non Bolton School pupils before attending the Holiday Club. The deposit will be refunded at the end of the holiday period.
- (e) **Late collection:** Late collection will attract a penalty per 15 minutes, details can be found on the parents' notice board. Once a child has been collected late on three occasions it will be necessary to refuse the future use of the service.
- (f) **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.

#### 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 three full working days 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, because of the conduct of a parent/carer or the child, it appears to the Manager that the continued presence of the child is incompatible with the interests of Kidzone. 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/well-being 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 comply with the Special Educational Needs and Disability Act 2001 and 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 and the Kidzone community.
- (g) **Photographs/video:** Parents/carers who do not wish their children to be photographed or videoed in Kidzone must write to the Manager stating this. Photographs/video of the children may be used in Kidzone's promotional material such as press releases and website. Parents/carers who do not wish their children's images to be used in this way should inform the Manager in writing.
- (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.
- (i) **Severe weather:** In the event of Kidzone's closure due to severe weather parents/carers will be contacted via the emergency telephone number they provided. Fees will not be waived in these circumstances.
- (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, following the complaints procedure located in the parents handbook.
- (l) **Waiver:** Any waiver of these terms and conditions is only effective if given in writing by and on behalf of the Manager.
- (m) **Jurisdiction:** This contract was made at Kidzone and is governed exclusively by English Law.

Name of child/children: \_\_\_\_\_

Parent/Carer Signature: \_\_\_\_\_

Name in full: \_\_\_\_\_

Relationship to the child: \_\_\_\_\_

Date: \_\_\_\_\_

**Please return this copy**