



Booking Terms and Conditions

- 'Teachspot' is the brand name for activities run by Teachspot Services Ltd. All Teachspot staff are trained by and employed by Teachspot Services Ltd.
- All Teachspot staff have an Enhanced DBS check undertaken every 3 years and are regularly trained in **Paediatric First Aid, Safeguarding Children, Prevent, Food Hygiene and Allergen Awareness.**
- Bookings are accepted online, via our booking system. This is the most efficient, secure and safe way of receiving & storing you and your child's information. In exceptional circumstances, we may take a telephone, email or face to face booking, but this will incur an additional administration fee.
- **Bookings for free government funded Breakfast Club must be made at least 1 week in advance. Children will not be allowed to attend who are not booked within that timeframe.**
- **Bookings for After School Care can be made up to 2pm on the day required. After that, parents must make their own arrangements, we will not be able to accept any children who present to us where a booking has not been made.**
- On completion of your booking, you will receive a confirmation email. Please read it carefully. Your child(s) name will be added to the relevant register/s. No additional communication will be made to confirm your booking. If you are unsure as to whether your online booking has been received, please log into your account and check.
- Payment can be made by Debit/Credit Card or childcare vouchers via the booking system.
- We do not currently accept cash or Debit/Credit Card payment over the phone or at our venues.
- **Cancellations & Refunds**
To cancel a booking, you must notify Teachspot by emailing clubs@teachspot.org. Failure to do so may result in you being refused a credit note. We require 48 hours' notice of cancellation; you will then receive a credit to your account. Refunds will be considered in exceptional circumstances such as long term injury. We cannot refund on childcare vouchers, but we can offer a credit note or a refund back to your voucher provider.
Cancellation by parents/carer's due to weather conditions will *not* be credited.
Cancellation by Teachspot or school/venue due to weather conditions *will* be credited.
Bookings for After School Sports Clubs are for a whole term, cancellation part way through other than exceptional circumstance will not be allowed.
Teachspot reserve the right to cancel activities due to low attendance or for safeguarding reasons.
- Teachspot reserve the right to **refuse or exclude** any person at any time prior to or during an activity if, in their opinion, that person is incompatible with the general

wellbeing and safe running of the activity. In this instance no refund will be given and any costs incurred, including any damage, will be passed onto the parents/carers who will also be responsible for the collection of the child from the activity. We pride ourselves on the quality of our staff and our school-based backgrounds, which in turn has led us to work with children with special educational needs and disability (SEND). Teachsport always aim to be fully inclusive. Removal from one of our activities is our last resort and wherever possible, we will work with parents/carers to resolve any issues prior to taking this action.

- Most booking and payment questions and queries are to be made directly to Teachsport via email (clubs@teachsport.org). Alternatively, you can call our main office via telephone (020 8183 0143), but please understand that we may be off site or teaching, so cannot answer immediately. Please do not direct any payment or booking queries/questions to our on-site Academy staff or the school/venue.
- When children are booked on to and attend a Teachsport activity, it is automatically assumed that they are allowed to participate and have the **parent/carer permission** to do so.
- Teachsport do not accept any liability for the **loss or damage** of any property belonging to children attending our activities. Teachsport strongly advise that no personal belongings other than what is required/advised for that session are brought to an activity. All clothing, lunch equipment and other personal possessions should be named.
- **Children should wear** appropriate comfortable clothing to all activities. Teachsport strongly advise that outdoor/waterproof clothing is also brought to every activity, regardless of the time of year.
- Parents/carers are responsible for providing suitable sun protection for their children when the weather is fine/forecast to be fine. This includes a T-shirt covering their shoulders, a sun hat and sunscreen with an appropriate sun protection factor in it. Parents/carers must ensure children have had sunscreen applied before they are dropped off and that their children are able to re-apply during the day if necessary. Staff can verbally assist children in the application of sunscreen but are unable to physically apply it for them.
- Teachsport follow NHS England guidelines regarding sickness and diarrhoea. Please do not bring your child to our setting if they have been experiencing vomiting or diarrhoea in the past 48 hours. <https://www.nhs.uk/live-well/healthy-body/is-my-child-too-ill-for-school/>
- Teachsport follow NHS England guidelines regarding Covid-19 and other communicable diseases. Please do not bring your child to a setting if they are feeling unwell, so we can protect other children and our staff. <https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/coronavirus-in-children/>
- For Teachsport Activity Camps parents/carers are responsible for providing a suitable lunch, snacks and drinks for their children. We ask that they bring a refillable water bottle. **Please note that all venues are NUT-FREE, including Peanut Butter, due to fellow attendees who may have severe allergies, and to comply with School-based venue policies.**

- It is the responsibility of parents/carers to inform Teachsport of any medical, behavioural or special needs at the time of booking. We are an inclusive organisation and will endeavour to cater for your child's needs. We can only do this, however, if we are fully informed of needs and requirements in advance of the day.
- Teachsport Wraparound Care & Activity Camps do not allow mobile phones, smart watches or other devices during the day. If parents wish for their children to have a phone or smart watch with them (for example if they travel to and from the activity alone), children must keep them on silent and hand them to the lead member of staff for safe keeping for the duration of their time with us. Children are not allowed to use their devices for games/music/messaging or anything else during the day/session.
TEACHSPORT WRAPAROUND CARE & ACTIVITY CAMPS CANNOT BE HELD RESPONSIBLE FOR ANY LOST OR THEFT OF ANY VALUABLE ITEMS BROUGHT TO OUR ACTIVITY.
- All children attending Teachsport Activities must be able to toilet independently and be continent. We understand that accidents happen, but regular wetting/soiling is embarrassing for the child, and difficult for staff to deal with. If you suspect an accident may happen, please pack spare clothes and underwear for your child, and inform the Setting Manager.
- Parents/carers are advised that child(ren) should be dropped at the start time of the booking, they cannot be accepted earlier and remain the responsibility of the parent until this time. Parents/carers should remain with their children until the start of the activity. Our insurance does not allow children to be present on site, outside of our working hours.
- For children booked on to the *Academy Day* for camps who are dropped off before 10am, parents/guardians will be charged Extended Morning rates.
- All children are required to be **signed in and out** of each day of the activity.
- Parents/carers **MUST** escort their child(ren) to the venue entrance and be present when signing in. Teachsport only have duty of care of your child(ren) once they are signed in. We strongly advise that children are not dropped off at the venue car park and left to walk in unattended.
- At the end of each session, parents/carers must notify the Setting Manager on arrival that they are taking their child(ren), so that they can be signed out accordingly. Parents/carers must be visible to our staff before we allow children to leave the venue premises i.e. parents/carers should not wait for their children in their vehicles or expect them to cross roads on their own.
- To notify us that **another person** other than those mentioned on your booking form are collecting your child(ren), please call or email the contact on the venue page or verbally inform the Setting Manager at the activity. If we have any doubt around permissions, we will keep your child with us until we have made contact with you to confirm. The safety of your child is our prime concern, so please ensure your account is kept up to date with permissions.
- If you give permission for your child(ren) to **travel home on their own** (without an authorised adult), you must ensure this is selected on your account. If we have any

doubt around permissions, we will keep your child with us until we have made contact with you to confirm. The safety of your child is our prime concern, so please ensure your account is kept up to date with permissions.

- For any **children uncollected** after the scheduled finish time of the activity or academy without communication from a parent/carer, the following actions will be applied:
- Parents/carers and any emergency contacts detailed on your account will be telephoned. Our staff will stay with your child(ren) until an authorised adult arrives to collect them.
- Parents/carers (or the authorised adult) will be charged £5 from 1-15 minutes, and £5 every 15 minutes thereafter. This invoice will be added to your account and payment must be received before your child can attend again.
- If we fail to make contact with any authorised adults on your account and your child(ren) have not been collected 1 hour after the end of the Activity, Social Services and/or local police will be contacted. At this point, the responsibility of your child(ren) will no longer be that of Teachsport Wraparound Care & Activity Camps.
- Consistent lateness may result in your remaining booking dates being terminated. If this does occur, you will be given a full refund for remaining dates. We reserve the right to refuse bookings from families who persistently collect their children late.
- Should you have any **concerns** regarding your child's time at any of our settings, please in the first instance speak with the Setting Manager. Alternatively, please email clubs@teachsport.org. Your concerns will be investigated and responded to as quickly as possible. If you are not satisfied with the action taken and/or reply given, please email info@teachsport.org, explaining why you are not satisfied and your concern will be investigated further.
- The **personal information** requested on our booking systems is required to allow our employees to provide professional care, and for Ofsted compliance purposes. This information will not be divulged to persons unconnected with Teachsport Services Ltd. It is the parent's/carer's responsibility to update Teachsport with any changes in personal information including home address, email address, contact telephone numbers and medical information. Teachsport Services Ltd and EnrolMy use systems that are fully GDPR compliant.

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