

## Terms and Conditions

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### Bookings

- All bookings must be made through Magic Booking.
- A collection password must be included when setting up your account.
- All bookings are subject to availability.
- The person making the booking accepts the terms on behalf of the account holder.
- All bookings must be paid for at the time of booking unless a card instalment plan or standing order is selected.
- Bookings must be made prior to arriving onsite. If you arrive without a booking, your child will not be accepted until one is made.
- A one-off registration fee of £25 (listed as membership fee) will be applied to your account.

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### Cancellation Notice and Charges

- It is the account holder's responsibility to cancel sessions.
- Parents must inform us by email ([care@thehen-house.com](mailto:care@thehen-house.com)) if their child is:
  - Arriving late (e.g., attending an extra-curricular club or school trip).
  - Not attending a breakfast or after-school club.
- Sessions cannot be transferred once booked unless at least one week's notice is provided in writing to [care@thehen-house.com](mailto:care@thehen-house.com).
- Refunds for cancelled bookings where at least one weeks' notice has been provided will be given in the form of account credit.
- No refunds or account credit if less than 1 weeks' notice is provided.
- No refunds or account credit for absences due to illness, holidays or playdates without one week's notice.
- We are closed on bank holidays and have three training days per year. These closures are accounted for in fees, so no refunds are given.
- Parents are responsible for all bookings, including last-minute bookings.

### Charges:

- **Late collection charge:** £20 per occasion.
- **Late payment charge:** £20 per occasion. Additional fees may apply if further action is required to recover unpaid fees.

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### Discounts

- Sibling discounts are applied when two or more siblings are booked for the same period at the same club and for the same activity.
- Sibling discounts are active across all our clubs and camps.
- **Sibling discount:** 10% discount applied to 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> sibling's booking.
- Weekly booking discount applicable when full weeks of clubs or camps are booked. This includes weeks where we are only open for 4 days such as bank holiday weeks.
- **Weekly booking:** 10% discount.
- **10% off parties at The Hen House Soft Play** in Haslemere plus a free hot drink on entry soft play visit. Please email [bookings@thehen-house.com](mailto:bookings@thehen-house.com) mentioning you're a member of our clubs/camps.

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### Payments and Overdue Balances

- Accepted payment methods: **Credit/Debit card, Tax-Free Childcare, Universal Credit payments, or childcare vouchers.**

- Tax-Free Childcare payments must include your child's full name as the reference.
- Overdue balances of **14+ days** may result in the termination of your child's place.
- Any debt collection fees incurred will be passed on to the debtor.
- Fee reviews may occur at any time, with at least **one month's notice** of any changes.
- Regular booking payments are due in advance by the **1st of the month**.
- Ad-hoc bookings must be paid for at the time of booking.

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### Safeguarding and Welfare

- If a child does not arrive at a booked session and we have not been informed, we will begin our **Missing Child Procedure**.
- We are committed to safeguarding children and will report any suspected abuse or neglect to the relevant authorities.
- Parents must provide and update information on any **medical, learning, or behavioural conditions** affecting their child.
- Parents must notify us of changes to contact details.
- Failure to provide full information may result in exclusion from activities or the club without a refund.
- **Collection Requirements:**
  - If someone other than a parent is collecting a child, we must be informed in advance.
  - The collector must have the child's **collection password and a form of ID**.
  - We will not release a child without both.
- If your child is subject to a **court order**, you must provide a copy upon request.
- Information about your child may be shared with relevant agencies if safeguarding concerns arise.

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### Medication

- If your child requires medication (including an inhaler), the following must be completed **before attendance**:
  - **Health Care Plan** (contact Catherine or Becca for assistance).
  - **Permission to Administer Medication Form** (contact Catherine or Becca for assistance).
- Without these, your child will not be able to attend.

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### Collecting Your Child

- Only adults **aged 16+** who are authorised may collect children.
- Parents can add additional collectors to their account.
- See **Safeguarding and Welfare** for more details.

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### Suspension/Exclusion

- We reserve the right to **exclude or refuse** a child or parent if it is in the best interests of the club.
- If a child's behaviour **endangers the safety and well-being** of others, we may suspend childcare while working with parents to resolve the issue.
- If necessary, we may involve external agencies.
- The **Childcare Manager and Business Owner** will make suspension/exclusion decisions.
- **We will never send a child home alone.** If an issue is unmanageable, you will be asked to collect your child.
- If suspended mid-month, fees will be **credited pro rata**, which may be offset against any outstanding amounts.

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### Forced Closures

- If forced to close due to factors beyond our control (e.g., bad weather, disease outbreak, power failure), **no refunds** will be issued.
- If closure exceeds **three consecutive days**, we will issue a credit for additional days beyond the third day.
- If closure is due to **internal factors** (e.g., staff shortages, training), a **credit note** will be issued.
- If the **school closes**, our club is also likely to close.

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### Complaints

- We value your feedback. Any concerns should be directed to **care@thehen-house.com**.
- To escalate a complaint, refer to our **Complaints Policy**.

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### Social Media

- Avoid making statements that could damage our business or reputation.
- Do not use social media to **defame, harass or impersonate** staff or third parties.

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### Liability

- We do not accept liability for **personal injury or death** unless directly caused by our **proven negligence**.
- We are not responsible for **lost, stolen or damaged items**.

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### Lost Property

- Named items will be returned upon request. Please label all belongings.

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### Parent Abuse of Staff

- **Violence, verbal abuse, intimidation, or harassment** towards staff will result in termination of contact and may be reported to the police.

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### Data Protection

- We collect personal details to process bookings.
- It is your responsibility to have permission to share relevant personal details with us.
- Refer to our **Privacy Policy** for more details.

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### Club Policies and Procedures

- Full policies can be found at [www.thehen-house.com](http://www.thehen-house.com) and in our policy folder at each setting.
- You may also request a copy via emailing **care@thehen-house.com**.
- Policies are updated annually.
- Prices are reviewed annually.
- Our Terms and Conditions are updated as needed.
- Alternative formats are available upon request.
- This agreement supersedes all prior arrangements and understandings.