



Knutz Out of School Club Terms and Conditions

Each family is sent a copy of Knutz Out of School Club Terms and Conditions when they are offered a place. When completing your family's registration forms you will be asked if you agree to these terms and conditions for your child to attend Knutz Out of School Club as set out below and in club policies and other documentation available in Club and on-line at www.knutzclub.co.uk.

1. The current prices for sessions and other charges are available in Club and on our website at www.knutzclub.co.uk. Fees are always due in advance and your child's place at Knutz out of School Club will be at risk if payment is not received on time. **Fees and Payments policy**
2. Your regular term-time booking at Knutz Out of School Club may continue, subject to terms and conditions, until the child reaches the end of year 6. You need to confirm before the end of the current school year if you intend your children to continue at Knutz Club the following school year. **Admissions policy**
3. You are responsible for ensuring your child is collected from After School or Holiday Club by the end of their session. We must be informed if the person collecting your child will be late, call us on 07098 353041. If you make alternative arrangements for your child to be collected, you must tell us what you have arranged. **Arrival and Departure policy, Uncollected Child policy**
4. There are charges for late collection from After School or Holiday Club. These are your responsibility and you are required to settle any such charges within one week. **Fees and Payments policy, Arrivals and Departures policy, Uncollected Child policy**
5. You are responsible for ensuring the information you provide on your family's registration forms is complete and is updated by you whenever it changes during the year. You will need to complete new registration forms before the start of each school year. **Admissions policy**
6. Information held by Knutz Out of School Club regarding your family will be treated as confidential, however, in some circumstances there may be a legal requirement to pass certain information to other agencies. **Admissions policy, Data Protection policy; Safeguarding policy; Confidentiality policy**
7. In the interests of Safeguarding Children and for everyone's right to privacy, we ask that you refrain from using mobile phones, cameras and recording devices at Club. **Mobile Phone policy, Safeguarding policy; Data Protection policy**
8. At Knutz Out of School Club, we encourage positive behaviour. Everyone is expected to be polite and respectful toward each other. Children are expected to comply with the Club rules. Persistent unacceptable behaviour is likely to result in the withdrawal of a child's place at Club. **Managing Behaviour policy**
9. Our Staff have a right to a safe working environment so violent, aggressive or abusive behaviour will not be tolerated from anyone. **Aggressive Behaviour policy**
10. You are responsible for informing the Manager if your child will miss a session for any reason. Fees still apply when the child does not attend booked sessions. **Fees and Payments policy**
11. If your child is ill when they arrive at Club, we will not be able to accept them. If a child becomes ill while at Club, we will ask for them to be collected straight away. **Illness and Accidents policy**
12. Four weeks' notice in writing (e-mail or letter) or payment in lieu of notice is required for cancellation of any regular bookings. Arrangements vary for the cancellation of ad hoc or Holiday Club bookings. **Fees and Payments policy**
13. If at any time you have cause to complain about an aspect of Club activity or an individual on the staff team you should follow the complaints procedure displayed in Club and online at www.knutzclub.co.uk. **Complaints Procedure**

NOTE: *Knutz Out of School Club terms and conditions are reviewed periodically and may be subject to change.*