

1. Who we are

The Gap Club Ltd is an established childcare provider who aims to bridge the gap after school in term time or during holiday periods with exciting innovative fun and challenge for your child/ren. We are an OFSTED 'Outstanding' provider with a reputation for delivering high quality personalised exceptional care for your child. Our focus is to ensure your child's stay with us is unique, personable and embedded in an experience that is 'more than just fun'. Your child will feel safe and secure in a friendly happy environment in which they will grow and develop.

From the moment you book with us to the time you collect your child we want you to be completely satisfied with all aspects of our care. We have high expectations of our children and staff and look forward to you joining us in our aim for excellence. Our terms and conditions are set out below, outlining what you can expect from us and what we expect from you.

Our services include After School, Holiday & Breakfast clubs, preschool and sitter services.

If you have any questions regarding our terms and conditions please call 07854 078728 or email us on office@thegapclub.com,

2. Booking Procedures

- 2.1 All booking enquiries should be made to our Head Office, via email to office@thegapclub.com for After School/Breakfast club enquires and holidayclubs@thegapclub.com for Holiday Club enquiries. Alternatively, feel free to contact any member of staff at one of our settings and they will happily assist where possible.
- 2.2 All bookings must be performed by parents using the online booking system, and where parents have raised an enquiry, we will send the parent guides which will help them through the process of online registration, booking and then payment.
- 2.3 Parents making enquiries, will receive our welcome pack containing all the necessary starter information and documentation and guides for our online registration & booking system.
- 2.4 By completing the registration on our online registration and booking system you are agreeing to and accepting The Gap Club Ltd terms and conditions and privacy policy.
- 2.5 The terms and conditions being agreed to include you declaring your agreement to the Parent Declaration and Child Behaviour Declaration
- 2.6 To enable us the opportunity to prepare for your child's first sessions at The Gap Club and to ensure the staff are equipped with the knowledge and understanding to support your child during their transition into The Gap Club we require a **minimum of 5 working days to process your 'Registration' application, when a contract is being requested.**
- 2.7 Regular booking requests have a status of 'Awaiting Payment', (also referred to as Reserved') until full payment has been made. Once payment has been received the booking status is changed to 'Paid' and the booking is confirmed and parents notified.
- 2.8 Contract Booking requests will have an initial status of 'Pending Approval'. Once the Gap club Booking team accept the contract, the booking status changes to 'Approved' and the contract is then confirmed. Parents must make payment for thin advance of the term commencing,
- 2.9 Bookings are subject to availability, and once reserved a place is allocated. Reserved places that do not get confirmed, (i.e. payment not received within 48 hours of the booking), may be cancelled by the booking team in the interest of fairness to all parents.
- 2.10 Early booking discounts, special offers and sibling discounts are available at various times throughout the year, please check booking email or information for details.
- 2.11 All bookings are subject to periodic price reviews and subsequent increases.

- 2.12 Once a booking request is made and the booking is Reserved (either regular booking or contract), payment must be made in advance.
- 2.13 **Regular Booking procedure for: Holiday Clubs and After School/Breakfast Club**
- In order to secure and guarantee your after school, breakfast club place:
 - Please complete the online registration and booking steps
 - An email notification of the booking request will be sent to you. (the place is in a pending, i.e. reserved status)
 - Ensure full payment for the booking is made within 48 hours if paying by voucher or BACS, by ensuring monies are transferred to The Gap Club.
 - Places are on first come first serve basis and only confirmed once payment is received.
 - If full payment has not been received by the specified date your booking will not be guaranteed and you will lose your place. Should you wish to re-book, you may do so, subject to availability however these may be charged at the higher 'late' booking rate.
 - Please ensure all details on your booking including venue, sessions and times are correct and any dietary/additional needs have been highlighted
 - We operate a 'NO SWAPS' or refund policy
- 2.14 **Contract Booking procedure for: After School/Breakfast Clubs**
- In order to confirm and guarantee your after school club or breakfast club place for the duration of a term or contract:
 - Please register and request a contract for a selected term using the online registration & booking system.
 - The contract is in a pending state, and will be reviewed by the booking team to ensure places available at times requested for duration of the contract.
 - The booking system will confirm and approve the contract.
 - Upon confirmation of the contract the agreement is finalised and payments will be due for the duration of the contracted term.
 - The parent will be notified of contract approval
 - Invoices will be issued for the term and must be paid in full within 7 days of issue.
 - Contracts are termly (typically 6 week period) and non-cancellable, so please ensure the bookings and dates you make are correct.
 - We operate a 'NO SWAPS' or refund policy
- 2.15 **Late Regular Bookings procedure for: Holiday Clubs and After School/Breakfast Club**
- Once the bookings period has closed for a setting, (typically 7-14 days prior to start of the Holiday club, or After school club/Breakfast club, 'late bookings' may be taken but will include a late booking fee, per day, per child.
 - We operate a 'NO SWAPS' or refund policy.
- 2.16 **Sitters Bookings procedure (Subject to places)**
- **PLEASE email us to book / request information on this new service**
 - In order to book our sitters service, a yearly registration is required
 - Ensure payment of the £35 registration fee per child and a £65 refundable deposit per family is paid prior to the first sitter booking.
 - Ensure your first month's invoice have been received in full prior to your start date.
 - The registration fee gives you
 - FREE Year One Annual registration to Gap Sitters plus one free booking fee in your first year usage of Gap Sitters
 - Regular newsletters

- Regular Childcare and Education Industry updates through Workshops and Seminars
- Your First Gap Club T-Shirt for your child

3. Payments

- 3.1 Registration and a booking reservation confirms your acceptance of the booking terms and conditions and reserves a place
- 3.2 Full Payment of a reserved booking, confirms the booking and secures the place(s)
- 3.3 If paying by employer voucher scheme, if the salary sacrifice does not take place until the end of the month please ensure you are one month in hand, as payments for contracts must be in advance of the term.
- 3.4 Payments for regular bookings must be at time of booking and be received by us within 48 hours of booking reservation.
- 3.5 The Gap Club Ltd accepts payment for fees by employer/childcare voucher schemes or BACS payment or a mix of the above. Online payment should be made to: The Gap Club Ltd, Sort Code: 20-11-74 Account number: 93777278.
- 3.6 Childcare vouchers can only be redeemed against childcare fees, any administrative costs/fees cannot be paid for using childcare vouchers in accordance with HMRC's strict guidelines.
 - Payments for late fees, trips and extras must be via BACS.
- 3.7 **Regular Booking Payments procedure for: Holiday Clubs and After School/Breakfast Clubs**
 - Your booking is only **confirmed** once we've received FULL payment via BACS and/or confirmation of the payment from the childcare voucher provider, this must be paid in advance of your first session, and within 48 hours of booking
 - Payments not received will be cancelled by the Bookings Team.
- 3.8 **Contract Booking Payments procedure for: After School/Breakfast Clubs**
 - Invoices will be issued on a regular basis in advance of the contract and must be paid in full.
 - Fees must be paid within 7 days of invoice issue.
 - Invoice payments NOT received within 7 days of invoice will have a £10 late charge added to the account and receive notification of the late charge.
 - The invoice and late charge payment MUST be made in full prior to any attendance at the Gap Club, as the place will be subject to cancellation by the Booking team if full payment is not received for the invoice.
 - If accounts are still not cleared The Gap Club Ltd will initiate its 'debt retrieval process' and childcare will be suspended, as the parent is in breach of these contract terms.
- 3.9 **Late /Extra Charges Payment procedure for: Holiday Clubs and After School/Breakfast Club**
 - For any extra charges dues, payment must be made within 48 hours of notification, to avoid service suspension.
 - Extra charges can be incurred for the following types of activities:
 - Trips
 - Extra activities
 - Late collection fees
 - Late Payment fees

- Failure to make payment within 48 hours of an invoice, charge, booking are in violation on of the terms and conditions can may lead to suspension of your childcare services.

3.10 Sitters Service Payments procedure (Coming Soon)

- Please contact us at on office@thegapclub.comn for payment procedures

4. Cancellations/Absence

- 4.1 Parents must notify the setting (After School/Breakfast or Holiday club) by telephone, if their child is going to be absent, stating child's full name and contact details. Unfortunately, no refund will be given for non-attendance. In addition, if the absence is due to illness, parents must inform the club of the nature of the illness.
- 4.2 Due to unforeseen circumstances, there may be occasions where we have to cancel or amend dates, activities, scheduled programs, services, venues, trips, visitors and swimming. We will try to give as much notice as possible and offer alternative options if available. No refunds or credit notes will be issued in these situations.
- 4.3 Cancellations due to serious illness/injury may be refunded subject to the finance department's discretion.
- 4.4 **Cancel Bookings for Holiday, After School/Breakfast Clubs:**
 - Please call your club directly to report an absence/cancellation by 12PM.
 - If you wish to terminate your contract or make a permanent change we require 6 weeks' notice and require a completed termination of contract/change of contract form, these are available from Head Office.
 - If you have booked multiple children or weeks you may have received an additional discount for this at the time of booking e.g. sibling /week discounts. If you then cancel one or more of these you may no longer qualify for the additional discount - the price for the remaining booking will be adjusted to the normal booking rate at the time of cancellation.
 - We operate a NO SWAP policy for sessions, therefore we do not refund missed/absent sessions.
 - Cancellation or booking changes are the Gap Club's discretion, therefore please ensure your bookings and times are correct, prior to making your booking.

5. Collection policy/Late Collection charges

- 5.1 At drop off and collection times, parents must sign in their children (on arrival) and sign out (before collecting children) at the end of the day. In line with our safeguarding policy, we request parents/carers to wait in the designated collection point where your child/ren will be brought to you. Children must not be left unattended.
- 5.2 We will only release a child in to the care of a permitted adult as detailed on the child's registration form. This will be on the confirmation of the child's password with the collector.
- 5.3 Late collections will incur a £7.50 charge per 15minute period (at ANY of our clubs) after your booking session time. Late charges will be added to your fees and must be paid in full prior to further bookings.
- 5.4 We operate with a sense of good will but persistent late collections may result in registration being terminated.

6. Welfare & Health and Safety

- 6.1 Staff have appropriate health and safety training and the necessary requirement for Pediatric First Aid Trained Staff is maintained at all venues. Please see our Health and Safety policy and Medicines Policy for further detail.
- 6.2 In line with HSE, our settings comply with local authority and national safety regulations. As part of our routine operational practices, health and safety inspections take place daily. Risk assessments are in place. Periodic inspections are also carried out by the local environmental health department.
- 6.3 Fire and emergency evacuations are practiced with the children on a scheduled and impromptu basis. The outcomes of these are displayed on the clubs notice boards.
- 6.4 All settings have the appropriate certification in Food Hygiene level 2 and adhere to the requirements of the Safer Food Better Business manual, under The Food Standards Act 1990.
- 6.5 Children may attend The Gap Club with severe allergies in particular Nuts, it is the responsibility of all individuals to ensure their welfare and safety is paramount, so we ask you please NOT to pack or bring in any NUTS or products containing NUTS into the setting.
- 6.6 We also ask your support to promote healthy eating choices when packing lunches.
- 6.7 Parents must notify the club of any conditions that may affect their child (medical, allergies including any sensitivities to plasters, antiseptic wipes and gel, behavioural, learning and development or special and additional needs). It is paramount that full information is shared with The Gap Club to ensure your child's experience is a happy one; otherwise we may have to restrict or refuse your child from taking part in the service/activity/attending the club. In such situations where full information has not been disclosed, no refund or credit note will be issued.
- 6.8 Parents must provide their child with their own, labelled bottle of sun cream.
- 6.9 Lead behaviour and inclusion officers are in place within the company and settings to ensure consistency and transparency in matters especially in the event of any expulsions from The Gap Club.
- 6.10 We are a play setting and will encourage children to take part in play opportunities that challenge and develop them, sometimes these will stretch their capacity and contain an element of risk (please see our Play Policy). The safety and security of our children is paramount, we conduct regular risk benefit analysis of our activities and settings to ensure children develop through play.
- 6.11 Certain contagious illnesses will require children to be kept at home/excluded from the setting such as diarrhoea, vomiting, fever over 37c, chicken pox, measles etc. A comprehensive list is available in the clubs.
- 6.12 If a child is ill whilst at the club with a contagious illness, parents will be contacted to collect their child.
- 6.13 Please see our Medicines Policy or seek advice from the team regarding the administration of prescribed medication at The Gap Club. Consent will be required from the parents/carers. We do not administer non-prescribed medication,
- 6.14 If your child requires the use of an Epipen/Anapen – to comply with our insurance requirements, please contact the club prior to booking as additional paperwork for the club and from your doctor is required BEFORE your child can register with us. It is the parent's responsibility to keep the club's medical information record for their child up to date.
- 6.15 Our safeguarding policy is fundamental to our health and safety procedures. We do not tolerate any form of abuse towards a child, staff member, visitor, parent, school staff or other stakeholder on our premises.

7. Safeguarding

- 7.1 Our Safeguarding policy is available on site and contained in our policies and procedures. The Gap Club Ltd has a duty of care to comply with this policy if it suspects a child has been the subject of abuse or a child has made a disclosure about abuse or neglect. We will report any incidents of abuse or neglect to the relevant authorities and have a legal duty to communicate and seek support with other professionals. We will work with you and seek your consent to do so. Nevertheless, we expect and train all of our staff to be vigilant for any safeguarding issues.

- 7.2 Photography: From time to time The Gap Club will take pictures of children either for marketing and advertising or to add to the children's learning (play) journeys by signing the Confirmation of Contract Form and/or any holiday club booking forms you are consenting to the use of photographs unless otherwise stated.

8. Transport/Walking Escorts

8.1 For After School Clubs Only

- By using our After School Club's collection service you are consenting to the use of a variety of collection methods such as walking buses, senior staff personal cars, taxi's and Mini-Bus transport.
- All vehicles are fully insured, MOT checked and fitted with seat belts. All staff and walkers are employed/recruited and selected using the clubs thorough personnel practices and are all DBS checked. Security information and identification details will be provided to the schools in line with The Gap Club's registration and collection procedures to ensure they are always aware of staff with permission to collect the children. This documentation as well as emergency contact details for parents is regularly reviewed and updated.
- The Gap Club welcomes all children from all areas but is unable to provide a child collect/drop service from school to the settings for children from other schools outside its local catchment.

9. Trips/Property

- 9.1 We hold a number of exciting trips as part of our holiday club experience. We occasionally hold local trips for our after school clubs too. All venues are risk assessed beforehand and staff to child ratios are reduced in order to add an extra layer of comfort and security. All trips must be booked and paid for in advance and require a consent form to be completed. Any cancellations to booked trips or visitor workshops cannot be refunded.
- 9.2 The Gap Club Ltd does not take responsibility/liability for any damage to a child's personal property. Whilst we take care to minimise damage to clothing we cannot guarantee a child will not get their clothes dirty. Active play includes experiencing new concepts and exploring. Please dress your child appropriately for an active day of fun.
- 9.3 The Gap Club Ltd does not take responsibility/liability for any loss of personal or expensive personal belongings. In particular, please ensure electronic equipment/game consoles with in-built cameras are NOT used at the club as this is against our safeguarding policy.

10. Expulsion

- 10.1 The Gap Club Ltd has a strict behaviour policy which we enforce unilaterally and equitably. Our guiding principles are to adopt a positive behaviour strategy encouraging children to take responsibility and accountability for their actions. We have high expectations of the children and lead by example. Despite these actions, if a child's behaviour continues to be disruptive and compromises the atmosphere and welfare of others and themselves then The Gap Club Ltd reserves the right to exclude or refuse without notice the child from the setting.
- 10.2 No refund will be made for days missed and no compensation will be made for any other costs or losses incurred as a result.

11. Enforced venue closure

- 11.1 Situations may arise when external factors such as bad weather-(e.g. floods, snow) fire or lack of premises (e.g. unsafe, faults in building or operational faults) or health (infectious breakout) or school

closure (e.g. strike) prevents a venue opening or planned activity taking place. Parents will be notified as soon as is practical. We will take advice from the relevant regulatory authority.

- 11.2 It is with regret that no refunds, credit notes or compensation will be given.

12. Confidentiality/Data Protection

- 12.1 The Gap Club Ltd is registered under the Data Protection Act and acts as a Data Controller for the purpose of this act. We will treat the information about you and your child as confidential. We need to collect data, personal and financial information during your registration and booking process. It is the parent/ carer responsibility to ensure that you have the necessary permission to pass on the personal details of all the children and adults that are registered in your booking arrangement.
- 12.2 The Gap Club respects your personal data and rights in accordance with the EU General Data Protection Regulation.
- 12.3 By registering and making bookings at our settings, you are accepting these terms & conditions and our data privacy policy.

13. Insurance

- 13.1 The Gap Club Ltd Public Liability Insurance certificate is displayed on the clubs notice board. Insurer – Pre-School Learning Alliance.

14. Liability

- 14.1 The Gap Club Ltd does not accept liability for personal injury or death of any participants unless directly caused by the proven negligence of the company or its servants.

15. Policies and Procedures

- 15.1 Our full policies and procedures are available on request, please email office@thegapclub.com.
[Copies are available at all venues.](#)

16. Feedback

- 16.1 Our team wants to ensure your child has a fun packed, enjoyable and stimulating Gap Club experience giving you peace of mind. We welcome suggestions and feedback to help us improve. Please speak freely to any member of staff who will be able to act on your query straightaway or at a time that suits you to hopefully resolve matters. If you feel your concern needs further action please feel free to write to the Customer Service Manager at office@thegapclub.com in the first instance. You may at any time during this process or in the unlikely event that your concern has not been resolved contact Ofsted on the details below:

Office of Standards in Education (OFSTED)
Piccadilly Gate
Store Street,
Manchester, M1 2WD
Website: www.ofsted.gov.uk
Tel: 0300 123 1231- general helpline
Tel: 0300 123 4666 – early years complaints helpline

Changes to the Terms & Conditions

We keep this notice under regular review, and reserve the right to change the terms and conditions as required. You will be notified of any changes where appropriate.

17. Parent Declaration

By agreeing to the terms and conditions you the Parent/Carer are declaring that you agree the following conditions:

- You have read and fully understand The Gap Club's Terms & Conditions, and You agree to abide by them.
- You consent for my child/children to attend The Gap Club, You understand that The Gap Club has policies and procedures (which have been made available to me), and that there are expectations and obligations relating both to The Gap Club, myself and to my child/ren, and You agree to abide by them.
- You will endeavour to inform The Gap Club about the individual needs and aspirations of my child/ren, so that we can work together to make his/her time away from us as happy and stimulating as possible and to ensure an effective transition for my child into the setting, and to be a critical friend to The Gap Club.
- You will support and work in partnership with The Gap Club, to ensure the setting delivers excellent standards of care and continuously challenges itself to achieve higher goals in out of school childcare, and promote effective communication between all parties.
- Although play environments look busy, we ask you to communicate with us regularly to discuss any issues or concerns. An appointment can be made to discuss matters in detail but we are always willing to chat & discuss your child's day with you at the time.
- You will support multi-agency working including liaising with the primary provider and enabling effective relations with my child's Key Person under the requirements of the EYFS (where applicable).
- You will provide all required data on my child's registration form including adequate information regarding authorised collectors/security passwords and any medical/dietary needs. It is my responsibility to update The Gap Club of any changes to any information regarding my child/ren.
- If You do not collect my child by the setting's closure time stated, and The Gap Club has been unable to make contact with me/ my emergency contacts, You understand that The Gap Club will enforce its **Un-collected Children Policy & Safeguarding Policy** and contact the appropriate Social Care team.
- You will ensure that anyone associated with and including myself, abides by the **Safeguarding Policy**, ensuring that I/we do not gain entry to the club through any unauthorised areas, or let any other unauthorised individual gain entry and be security conscious when exiting the premises.
- Due to important Safeguarding matters, You will not use my mobile phone on-site unless in an emergency.
- You are aware of The Gap Club's **Complaints Policy** and **Whistleblowing Policy** and the appropriate process to follow if You wish to make a complaint regarding the provision.
- You have read The Gap Club's **Behaviour Agreement**, agree to its Terms & Conditions and have signed and returned the declaration accordingly.
- You understand that any form of abuse, intimidation, harassment and/or aggressive behaviour towards any staff, child, visitor or stakeholder connected with The Gap Club will not be tolerated, and that appropriate action will be taken.

18. Parents Child Behaviour Agreement Declaration

- 18.1 The parent/carers is declaring that they have ensured that their child understand this childrens agreement and confirmed that they will abide with these conditions.
- 18.2 Each child promises that they will:
 - Look after and respect each other and be safe.
 - Treat others honestly and fairly.
 - Be friendly, helpful, polite, kind and considerate to each other.

- Treat others the way you want to be treated yourselves.
- Share and listen to what others have to say.
- Welcome other people to the club and make them feel included and important.
- Be proud and acknowledge all achievements at the Club.
- Use kind hands, feet and words.
- Take responsibility for their own behaviour.
- Look after and respect all the equipment at the club including school property and personal items.
- Understand that poor behaviour is not accepted, and follow the clubs behaviour rules and processes.