

SCHOOL SPORT & CHILDREN'S ACTIVITIES, TERMS & CONDITIONS

When you book with us, we want you to be completely satisfied with the service we offer. Below are the booking terms and conditions, which let you know what to expect from us and what we expect from you.

What we offer

Pleiades Leisure Limited (PLL) offer different programmes, including, but not limited to, Before School Clubs, After School Extra-Curricular Clubs, After School Care Clubs, PPA cover PE teaching, Curriculum Support, Saturday Soccer Clubs, Holiday Camps, SkillZone Soccer Camps and, Maths on the Move. More detail about the services we offer, and our current prices can be found on the relevant booking forms or online - (www.pleiadesleisure.com) or at our venues.

Please note that not every activity pictured in our literature or on the website is available at every venue so please check venue-specific details using the PLL website to find what's available and where.

Bookings

Bookings are subject to availability and accepted on a first-come, first-served basis. To secure a place all bookings must be made online. All prices are correct at the time of printing of any hard copy material or uploading such material online. PLL reserve the right to change prices or conditions at any time prior to the start of the PLL Programme. We shall let you know as soon as we can if there is any change to the booking information and if you aren't happy with the change, then you can cancel the booking without charge or accept the changes, whichever you prefer.

Any bookings received without full payment (childcare vouchers or school invoice) will not be confirmed until payment is received in full. **We don't accept telephone bookings or hold places open** so please complete the booking online for the chosen activity. While we will do what we can to give your child a place on the PLL programme that you choose, on the date you choose, we can't guarantee the place until we receive confirmation of your booking online.

Please check any booking confirmation that you receive carefully to ensure the dates, location and personal details are correct and as expected – please inform us as soon as possible with any discrepancies and at least [5] days before the PLL Programme.

All places on the PLL Programmes need to be booked in advance online to ensure correct staff-to-children ratios are met. Registration on the day may be accepted depending on the availability of places, but we cannot guarantee a place unless a booking has been successfully made online. Please have alternative arrangements in case we don't have any places left on that day.

If your booking is made on the day of attendance, please also send a notification email to info@pleiadesleisure.com so the relevant coach can be informed.

Promo Codes

All promo codes are for Holiday Club bookings only and are subject to terms and conditions. All promo codes can only be used once. Promos cannot be used in conjunction with any other offers and is only applicable to new bookings. Promotions apply to selected venues only.

PLL reserves the right to exclude venues and cancel the promotion at any point, with immediate effect. This may be at one or all of the venues. This promotion applies to selected venues only. Subject to availability. Standard terms and conditions apply.

Early Booker Promotions

At time to time, PLL will offer discount codes for varying percentages to the general audience as a reward for early booking of PLL Holiday Clubs. PLL reserves the right to exclude venues and cancel these promotions or change their expiry dates at any point, with immediate effect. These promotions may be at one or all of the venues. These promotions apply to selected venues only. Subject to availability. Standard terms and conditions apply.

Payment

You can pay by credit or debit cards for our Holiday Activities, After School Care Clubs and selected Before School Clubs only, childcare vouchers can be accepted.

If you are using childcare vouchers for Holiday Activities: please contact your childcare voucher provider and quote PLL's individual reference number which can be found at [here](#) to authorise the payment. PLL are unable to do this on your behalf; therefore, this is your responsibility. All childcare voucher payments must be released within 24 hours of making the booking. - (See below this is how they are made)

To book via childcare vouchers you need to:

Go onto our website at www.pleiadesleisure.com, select the course you require and add it into your basket, it will then give you a total. Fill out the online forms until you reach the payment page. Once you have done this, send a screen shot of your initiated childcare voucher payment to info@pleiadesleisure.com and we will then log in and complete the booking.

Returned Payments

If the bank returns payment, then any bank charges incurred by PLL as a result of returned payments must be paid in full by you, in addition to the original booking fee.

PLL does not accept any liability for bank charges you may incur, or if childcare vouchers are not authorised for payment. In all cases, the responsibility rests firmly with you to ensure all payments are valid at the time of booking and please remember that your child's place is only confirmed when payment is cleared and received by us.

Changes to your booking

You can ask PLL to make changes to your booking provided you request them via email to info@pleiadesleisure.com. While we shall do our best to accommodate changes, we cannot guarantee that we can make them. Where changes affect the prices charged, we shall request the balance from you to confirm the revised booking.

PLL can make changes to your booking at any time, with reasonable notice. If the changes do not suit you, we shall offer another place on the same or similar PLL Programme or a credit note.

Please note: If you wish to change a 'Standard Day' holiday booking to an 'Extended Day' the additional fee will have to be paid by credit card, debit card or childcare vouchers. Unfortunately, we cannot accept credit notes to extend holiday days.

Change and Cancellation by PLL

Should PLL need to cancel a PLL Programme, for any reason within our control, we shall do so with as much notice as possible and you will be offered a full refund or a place on the same or similar PLL Programme at a later date.

If any PLL clubs are forced to close due to the compulsory closure of its premises (e.g. due to bad weather or teacher strike, etc), customers will still be liable for any fees due/paid, during the entire period of closure.

Covid-19 Specific Cancellation Policies

In the extraordinary circumstances that the Covid-19 pandemic presents, we have altered our cancellation policy for Holiday Clubs and Term Time bookings. This is to give you peace of mind and confidence in an uncertain time. Our policies in various circumstances are as follows:

Spring 2021 Term Time Bookings

Closure of Club due to local or national lockdown measures – Customer will receive a credit note for the full value of the booking.

Closure of Club due to another child in attendance testing positive for Covid-19 – Customer will receive a credit note for the full value of the booking.

Parent cancellation due to their child contracting Covid-19 or needing to isolate due to a family member contracting Covid-19 – Customer must notify us by 24 hours prior to the start of the affected day, and a credit note will be offered to the value of the missed sessions.

Credit notes will have an expiry date of 30th September 2021.

2021 Holiday Club Bookings

Closure of Holiday Club due to local or national lockdown measures – Customer will receive a credit note for the full value of the booking.

Closure of Holiday Club due to another child in attendance testing positive for Covid-19 – Customer will receive a credit note for the full value of the booking.

Closure of Holiday Club due to PLL staff shortages – Customer will receive a credit note for the full value of the booking.

Parent cancellation due to their child contracting Covid-19 or needing to isolate due to a family member contracting Covid-19 – Customer must notify us by 24 hours prior to the start of the affected day, and a credit note will be offered to the value of the missed sessions.

Credit notes will have an expiry date of 30th September 2021.

Cancellation and Refund Policy

Except as noted above and next, PLL does not issue refunds for any reason, including non-attendance. **For Holiday Activities:** a credit note may be issued in the event of injury or illness of a child booked into the PLL Programme, subject to PLL receiving written notice of non-attendance 24 hours after the start of the affected day or the PLL Programme. **For After School Care Clubs & Before School Clubs:** a change of date to your booking may be offered in the event of injury or illness of a child booked into the PLL Programme, subject to PLL receiving written notice of non-attendance by 24 hours after the start of the affected session. A date change must be to a like-for-like service within the current school term. Unless we agree otherwise, you waive your right to a credit if you only give us verbal notice, or written notice is received more than 24 hours after the start of the affected day. A medical certificate may be required.

PLL are unable to issue credit notes or refunds due to a venue we use for any of the PLL Programmes closing, a school closure or cancellation of any session by the school that affects the After School (Care) Clubs or Before School Clubs. The only exception will be where the school cancels INSET day childcare. If this happens, we shall give you a credit note that can be used on another day.

Sickness

Children cannot attend if they are sick (including vomiting, diarrhoea, conjunctivitis and head lice) all children who are ill or infectious are to be kept at home during their illness and for 48 hours after the last symptom occurs. PLL is not responsible for injury occurring as a result of a pre-existing medical condition. Medicines only administered if written consent given by parent.

Where a child falls ill during the day, and we think it necessary, their parent/guardian shall be called to take the child home and you agree to collect your child without delay.

Arrival

We ask all parents/guardians to ensure children arrive on time, and no earlier than 15 minutes before the designated start time for the day/session or the relevant PLL Programme. We are unable to take responsibility for children who arrive earlier. Being late affects the other children and the plan for the day, so children who arrive late for a day/session and may be refused permission to participate at the discretion of the venue, and in this event, no credit note shall be given.

Departure

We also ask all parents/guardians to arrive at least five minutes before the designated end time for the day/session. No child will be able to leave the premises without a parent/guardian unless written notification is received before the start of the PLL Programme detailing suitable alternative arrangements.

Late Collection Fee

PLL reserves the right to charge additional fees for late collection of children and this fee will apply to every PLL Programme, except the Before School Club, at a rate of £5.00 per child for every period of 15 minutes or part minutes that elapses after the appointed collection time and shall be advised by PLL on collection of children and is payable immediately, or shall be notified to you and collected from your account.

Behavioural Standards and Exclusion

PLL expects all children to behave at all times in a manner that is acceptable to both fellow children and PLL staff.

PLL reserves the right to exclude a child from the PLL Programme where he/she fails to maintain the required behavioural standard. Such failure shall include, but not be limited to, bad behaviour, racial, sexual, verbal or physical bullying of a fellow child or member of staff. Transportation of the affected participant(s) home will be the responsibility of the parent/guardian, and no refund or credit will be issued.

Health and Safety

It is your responsibility to inform us at the time of booking of any pre-existing medical, physical or behavioural conditions, or medication requirements of any child, so that we can make provision for the child's specific needs. If this information is not provided, we reserve the right to exclude the child.

First Aid will be administered to children in the event of an accident while under our care. If the accident is serious, we may need to call the emergency services. We have comprehensive policy and procedures for major accidents that all our staff are trained on, specifically please note:

- EpiPen Guidelines

PLL staff are not qualified to administer EpiPens (an emergency treatment of anaphylaxis). However, they are permitted to do so if we receive a letter containing written permission from the parent/guardian. The parent/guardian must state in the letter that permission is given to administer the EpiPen but that they fully understand that staff may not be qualified to do so and that they (the parent/guardian) accept full responsibility.

- Medical Conditions and Allergies

The parent/guardian must state on their child's details page if there are any medical conditions, allergies or any relevant background information that PLL staff may need to be aware of while their child is attending a PLL Programme. We would ask parents to contact PLL in advance to discuss any individual requirements.

- Medication

The parent/guardian must give written consent for the administration by PLL staff of prescribed medication and complete a PLL medication form.

- Emergency First Aid

The parent/guardian gives consent for PLL to administer emergency first aid and see professional medical help where necessary.

- Safeguarding

PLL staff have a duty to act if they suspect a child in their care may be suffering from abuse or if a child makes a disclosure about abuse. In such an event, the member of staff will follow the Safeguarding Children Policy as detailed in our policies and procedures.

Equal Opportunities

PLL is an equal opportunities employer and welcomes all children, regardless of their gender, ability, race or religion. Each child attending a PLL Programme is of equal value and is entitled to equal access of opportunity. We operate a zero tolerance, policy on discrimination or bullying of any kind.

Additional or one to one support

If a child requires additional or one to one support, PLL must be notified before attendance and reserves the right to cancel the booking if suitable arrangements have not been arranged. PLL are unable to source one to one support internally but do welcome one to one carers from external sources, subject to suitability checks.

Lost Property

Please ensure children do not bring valuable toys or belongings when attending PLL Programmes. Mobile phones and other electrical devices are not permitted at our venues. PLL cannot accept liability for lost, stolen or damaged items. Please ensure clothing and other belongings are clearly labelled with the child's name to help us return

unclaimed items. Lost property will be kept at the PLL office for a period of three weeks after the end of the PLL Programme. If items are still unclaimed after this period, PLL will distribute them to local charities.

Photography

From time to time we take photographs at our PLL Programmes that may be used for marketing and promotional purposes. If you would rather your child was not included in any photographs, we must be informed in writing either at the time of booking by selecting to opt out of this option or in writing before the start of the PLL Programme.

Liability

PLL does not accept liability for loss or damage to property, sickness, personal injury or death of any participants unless directly caused by the proven negligence of the company or its servants. Where incorrect or misleading information is provided on the booking form, whether medical or otherwise PLL are under no liability whatsoever in respect of personal injuries or otherwise. Organisers providing the facility and their servants are under no liability whatsoever in respect of personal injuries, loss or damage to property whilst attending any PLL Programme and neither PLL nor the organisers providing the facility or their servants shall be liable for direct or indirect losses if PLL, a venue or facility we use closes.

Insurance

Our Public Liability Insurance covers all children under our care.

Mobile Phones and Electronic Devices

Mobile phones and other electronic devices (e.g. iPad, Nintendo DS) are prohibited on our PLL Programmes and at our venues. If you wish for your child to carry a mobile phone and they are seen using it then the site manager will confiscate it until the end of that day. PLL will not take any responsibility for the damage or loss of any electronic devices that are brought onto PLL Programme.

Policies and Procedures

PLL Programme policies and procedures will be available to view at the registration desk of holiday activity venue and available from head office upon request, venue details can be found on .

Data Protection

We will use your details to contact you via email/mail or text with future information about our services. You may opt out of our mailing list when booking or afterwards at any stage. PLL is registered under the Data Protection Act.

Staff have DBS (formally CRB) checks in place, however, in the unlikely event of any incorrect information provided by the staff when completing the DBS, we cannot be held responsible.

Complaints

Now we have set out what you can expect from us, and us from you, PLL is fully committed to delivering the highest standards of teaching, coaching and childcare to the community. We aim to ensure every child has a fantastic experience of any PLL Programme and they cannot wait to come back. If you, or your child, are not entirely satisfied with the service we provide, we would like to hear about it. If we are aware of any problem while your child is still attending a PLL Programme, we can aim to resolve this at an early stage. You can be assured that any complaint will be taken very seriously and in the strictest confidence.

In the first instance, the complaint should be made to the site leader or PLL Programme tutor, who will look into the matter. If you feel the response to the complaint is not acceptable or you would like to take the grievance further, the complaint should be made in writing and addressed to:

The Managing Director, 3 Anchor Crescent, Knaphill, Woking GU21 2PD

by email to robbie@pleiadesleisure.com or, if a sensitive issue by calling PLL Head Office on 01483 270160 and we shall advise accordingly.

Changes of Terms and Conditions

Terms and Conditions are correct at the time of publication/issue and are subject to change without prior notice