

## CHILDREN'S ART WORKSHOPS TERMS & CONDITIONS

### 1) BOOKINGS

- i. Please make all bookings via our online booking system, bookings will be confirmed by automated email.
- ii. Part or full payment is regarded as acceptance of our *Terms & Conditions*.
- iii. No booking will be confirmed prior to receipt of full payment and all child registration documents being completed.

### 2) CHANGING YOUR BOOKING

- i. If you give us 14 or more days' notice prior to your booking starting you will be able to change your dates within the same holiday season (e.g., summer), subject to availability, free of charge, provided you speak to a member of the Alleyn's School Enterprises Ltd (ASEL) Team on 020 8613 5027 or via [courses@alleyns.org.uk](mailto:courses@alleyns.org.uk) at the earliest opportunity.
- ii. We may be unable to make changes with less than 10 days' notice.
- iii. If you purchased a discounted weekly price (where offered) and you wish to split up the days across different weeks, your booking will be recalculated using the standard daily rate, which may result in an additional charge.

### 3) CANCELLING YOUR BOOKING

- i. If you give us at least 14 days' notice before the date(s) you would like to cancel, we will refund all monies paid. Please send all refund requests to [courses@alleyns.org.uk](mailto:courses@alleyns.org.uk).
- ii. If illness or injury prevents attendance, you will be able to change your dates within the same holiday season (e.g., summer), subject to availability, free of charge, provided you speak to a member of the Alleyn's School Enterprises Ltd (ASEL) Team on 020 8613 5027 at the earliest opportunity.
- iii. If you give us less than 14 days' notice before the date(s) you would like to cancel, no refund is available.
- iv. Please allow 10 working days to process all refunds.

### 4) WORKSHOP CANCELLATION

- i. In exceptional circumstances we may have to cancel a workshop. In this event we will try to give those booked onto the affected Workshop at least 14 days' notice and will offer a suitable alternative if one is available. Alternatively, a refund will be provided for the dates cancelled.
- ii. Workshops may be cancelled if there are insufficient numbers booked to attend a day/course. A full refund will be provided should this be the case.

### 5) OFSTED

- i. Providers [do not have to register with Ofsted](#) if they care for children aged 5 and over (we will have no children under 5) and offer no more than two activities from a prescribed list (we offer Arts & Crafts only).
- ii. Nevertheless, please be assured that all our staff have been fully DBS checked by Alleyn's School and vetted to ensure that they hold suitable qualifications before starting work for us. Our policies and procedures, and insurance provision, meet all necessary requirements and the welfare of the children in our care will always take priority.

### 6) ADVERSE WEATHER CONDITIONS

- i. In the unlikely case that we are unable to run due to adverse weather conditions we will offer a full refund or credit for another day.
- ii. We will endeavour to advise customers of any closure by means of email, text, or notification on the Art Workshop website as soon as possible. The website will be updated with the most up to date information.
- iii. If customers are unable to attend during adverse weather conditions but the Workshop is open, no refund will be applicable.
- iv. Adverse weather conditions are determined by either an Amber or Red weather warning issued by the met office via local or national TV & Radio or via the website [www.metoffice.gov.uk](http://www.metoffice.gov.uk).
- v. It is the responsibility of parents to ensure children are dressed appropriately for both hot and cold weather conditions.

## 7) AVAILABLE DATES & ACTIVITIES

- i. All information in our literature is correct at time of printing.
- ii. Changes may occur and, if so, we will inform parents via our website as quickly as possible.
- iii. Not every activity pictured or listed in our literature is always available.
- iv. Activity programmes are subject to change in the event of unsuitable weather or other circumstances beyond our control.
- v. Activity timetables – if displayed – are a guide and are subject to change. If you are booking individual days, we cannot guarantee that a specific activity will be scheduled for that day.
- vi. The group age ranges are dependent on the number of children in attendance and may vary from the time of booking.

## 8) HOURS OF OPERATION

- i. Art Workshops will operate a Standard Day between the hours of 9:00am and 3:00pm.
- ii. Standard Day registration opens at 8:45am and closes at 9:15am. If you will be arriving after this time you must contact the Workshop Manager.
- iii. Standard Day collection starts at 3:00pm and runs until 3:15pm.
- iv. All children **MUST** be collected by 3:15pm (or 12:15pm if a half-day)
- v. If for any reason you are unable to collect by 3:15pm, we ask that you call the Workshop Manager as soon as possible.
- vi. Two members of staff from will wait with your child until they are collected.
- vii. If we have no contact from a parent/guardian by 3:45pm (or 12:45pm if a half-day), we will contact Social Services to advise them we have an uncollected child.
- viii. We reserve the right to refuse future bookings from parents who consistently pick up late.

## 9) INSURANCE

- i. All children in our care are covered by the Alleyn's School Public Liability Insurance.

## 10) HEALTH POLICY

- i. We require all children who are ill or infectious be kept home for the full duration of their ailment, and for 48 hours after the last symptom occurs.
- ii. Our Workshop Manager, or a nominated first aider, will administer medication if a request is made in writing stipulating the dose, the time, your child's name, and the duration of the treatment. We will not be able to administer your child's medication without written permission.

## 11) FIRST AID

- i. In the event of an incident, first aid will be administered to children in our care and the emergency services will be called if necessary.
- ii. Upon drop-off, each child's essential prescribed medication must be handed in to the Workshop Manager for safe keeping. All First Aid policies are in line with Ofsted recommendations.
- iii. We ask that all parents/guardians whose children carry auto-immune injectors speak to the Workshop Manager on their child's first day at Workshop to ensure all relevant medication and information has been handed over.

## 12) NOTICE OF ABSENCE

- i. If a child is not attending a scheduled day of Workshop, parents/carers must telephone the Workshop Manager or ASEL Office (020 8613 5027) to allow us to update records.

## 13) LOST PROPERTY

- i. We are not liable for any lost, stolen, or damaged property on Workshop.
- ii. Lost property will be held until the last day of the Workshop during that holiday period and should be collected before the last day.
- iii. Unclaimed lost property will be given to charity and will not be retained at the School.

## 14) PHOTOGRAPHY & VIDEO

- i. Please be aware that we occasionally take photographs/videos of children on Workshop for promotional and informational material.
- ii. If filming is due to take place, parents will be notified ahead of time via email and a notice will be put up in the reception area of the Workshop. Please inform us via email or advise the Manager at registration if you have any objections to your child being featured in this material.

## 15) MOBILE PHONES & ELECTRONIC DEVICES

- i. Please discourage children from bringing mobile phones with them as they are often unnecessary and inappropriate, we do appreciate that for peace of mind some parents like their children to have a mobile phone for when they are not at home.
- ii. Any mobile phones brought to Workshop should be handed to the Manager and will be kept until the end of the day.
- iii. Parents/Guardians are requested to contact the Manager if they wish to speak with their child during Workshop.
- iv. Alleyn's will not take any responsibility for the damage or loss of any electronic devices that are brought onto site.

## 16) MONEY & EXPENSIVE ITEMS

- i. We recommend that your child does not bring:
  - a. Money – we will not be selling anything for children to buy.
  - b. Anything else of substantial value such as jewellery, accessories or designer clothes.
- ii. We cannot be held responsible nor can we compensate if items get damaged or go missing.
- iii. We do endeavour to return lost property where possible, to do this we ask that belongings are clearly named.
- iv. If anything is missing when your son or daughter leaves Workshop, please let the Workshop Manager know about it as soon as possible so we have the best chance of finding the lost item.

## 17) EQUAL OPPORTUNITIES & CHILD PROTECTION

- i. Alleyn's support equality and welcomes all children, regardless of their gender, ability, race, or religion.
- ii. Each child attending a Workshop is of equal value and is entitled to equal access and opportunity.
- iii. We operate a zero-tolerance policy on discrimination or bullying of any kind.
- iv. Alleyn's has legal obligations in relation to Safeguarding and Child Protection.
- v. As a caring organisation, any suggestion of child abuse or neglect will be investigated and reported to Alleyn's School and our regulator, Ofsted, or other official agencies.

## 18) SPECIFIC NEEDS & MEDICAL CONDITIONS

- i. Alleyn's Art Workshops recognises that the needs of individual children vary and will endeavour to accommodate children with specific needs and/or medical conditions.
- ii. It is our policy not to exclude any child due to specific needs and/or medical conditions wherever possible.
- iii. **It is the responsibility of the parent/carer to contact ASEL on [courses@alleyns.org.uk](mailto:courses@alleyns.org.uk) (separately to the booking)** to inform us of any medical conditions and special educational needs or disabilities. A discussion should be held to determine how best to accommodate the child and consider whether any reasonable adjustments can be made to ensure they are able to fully participate and enjoy the activities on the Art Workshop within the staffing ratios provided for their age group.
- iv. The needs of each child vary, decisions are made on a case-by-case basis and depend upon the level of support each individual child may require.
- v. We are not able to provide additional staff to support a child above the ratios of 1:12 for 5 to 7 years old and 1:20 for 8 years old and above, irrespective of any specific needs or medical conditions.
- vi. Alleyn's Art Workshops do not provide one-to-one support.
- vii. We are happy to accommodate a child with specific needs on a paid trial basis and reserve the right to review with a parent/guardian before accepting further bookings.

## 19) ENGLISH AS A SECOND LANGUAGE

- i. Alleyn's Art Workshops are open to all children, no matter their background or origin.
- ii. We do ask that all children attending a Workshop can understand English and are able to speak it to a conversational standard as the bare minimum. This is to allow our staff to be able to effectively communicate with them and ensure their safety.
- iii. Children who are unable to communicate with their peers may not enjoy their time with us as much as others.
- iv. We are happy to accommodate a child with English as a second language on a paid trial basis and reserve the right to review with a parent/guardian before accepting further bookings.
- v. This also applies to parents/guardians during drop-off and collection as important information may need to be passed on to them.

## 20) BEHAVIOUR & CODE OF CONDUCT

- i. Alleyn's Holiday Workshops encourage a relaxed atmosphere on Workshop and always aims to promote good behaviour.
- ii. Upon booking you agree that your child or children will:
  - Respect the property of others
  - Be patient, honest, fair and polite to others
  - Not use abusive or explicit language
  - Not be aggressive in the way they speak or behave towards others
  - Respect and treat others as they would wish to be treated
- iii. We have a responsibility for ensuring the wellbeing and safety of all children in our care and have approved procedures for managing behaviour.
- iv. Parents/Guardians will be informed of any unacceptable behaviour upon collection of their child. The Workshop Manager may issue a warning to the parent/guardian regarding their child's behaviour. We reserve the right to exclude the child from a Workshop without refund if two warnings are received during any one week. Parents/Guardians may contest these warnings by contacting the ASEL Office on [courses@alleyns.org.uk](mailto:courses@alleyns.org.uk) or by following the guidance given in the *Parent Feedback and Complaints* section.

- v. We follow a zero-tolerance policy on discrimination, bullying and persistent poor behaviour of any kind, irrespective of any special needs.
- vi. On rare occasions, and in more serious cases, we reserve the right to ask parents to remove children from the Workshop. No refund will be made for any remaining days booked, and any costs associated with the exclusion, including transport home, will be the parents' responsibility.
- vii. Full details of our Behaviour Policy can be found [here](#), you agree to adhere to this policy upon acceptance of these Terms & Conditions.

## 21) DATA PROTECTION

- i. We may contact you via email with information about our upcoming services (provided you have requested your details be used for this purpose).
- ii. You may opt out of our mailing list when booking, or afterwards at any stage.
- iii. We are committed to keeping your details confidential. We do not sell, rent, or lease our subscription lists to third parties, and we will not provide your personal information to any third-party individual, government agency, or company at any time unless compelled to do so by law.

## 22) PARENT FEEDBACK & COMPLAINTS

- i. If you have concerns or suggestions, please tell us; we value your feedback and use it to develop and improve our services.
- ii. If you have a concern regarding a Workshop, this should initially be raised with the Workshop Manager.
- iii. If you are unable to resolve the issue, the ASEL Office will be advised and will attempt to resolve the issue to your satisfaction.
- iv. If you are still unsatisfied and wish to make an official complaint, then please send an email detailing the issue to [courses@alleyns.org.uk](mailto:courses@alleyns.org.uk).
- v. Your complaint will be investigated by our Commercial Courses Co-ordinator. Members of the School Senior Leadership Team will be informed of the problem and actions taken to resolve.
- vi. If, following the above, you are still unsatisfied then please contact the Chief Financial Officer's office via [CFO@alleyns.org.uk](mailto:CFO@alleyns.org.uk). Our CFO will investigate and provide a response as appropriate.

## 23) SAFEGUARDING AND CHILD PROTECTION

- i. The Alleyn's Art Workshops adheres to the Alleyn's School Safeguarding and Child Protection policy that may be viewed [here](#).
- ii. Safeguarding children at Alleyn's School is the responsibility of the whole staff community. All adults working in this School (including visiting staff, volunteers and students on placement) are required to report instances of actual or suspected child abuse, neglect or relevant child protection concerns to the Designated Safeguarding Lead (DSL).
- iii. Andy Skinnard, Senior Deputy Head and Member of SMT is the Designated Safeguarding Lead (DSL) and Designated Child Protection Officer (DCPO). Mr Skinnard can be reached via [safeguarding@alleyns.org.uk](mailto:safeguarding@alleyns.org.uk) or 0208 557 1457. His office is behind Reception; ask at Reception for his whereabouts if needed.