



## **Bookings Terms & Conditions**

### **Payments:**

- Payment for contract bookings will be required in advance to confirm a place at Artisan Kidz. A payment notification will be sent via KidsClubHQ. If payment has not been made we will not be able to have your child at Artisan Village.
- Payments for inset days and holiday clubs are requested at the time of booking to confirm the place.
- We do not offer refunds for inset days and holiday club bookings

### **Notice:**

- **We require a full half terms' notice to cancel or amend a contract booking.**  
*For example: If you would like your child to leave at February half term, notice must be given during Christmas Holidays and received before they return to school in January*  
*If you would like your child to leave at May half term, notice to be given during the Easter holidays and before they return to school and so on....*
- **If proper notice is not given fees will be due in lieu of notice and added to your account. You will not be able to make future bookings until payment has been settled.**

### **Periods or absence / inset days / illness etc**

- Fees are payable even if your child is unable to attend Artisan Kidz.
- Our service runs as normal during term dates. If schools are closed for inset days or similar our service remains the same & we will expect your child to attend unless notified
- If your child is unable to attend we ask that you inform us via email or telephone by 2pm on the day of absence

### **Collection**

- We expect your child to be collected **before** the stated end time of the booked session or club. Failure to collect on time will result in a late collection fee of £10 for every 5 minutes and will be added to your account.
- If there are any changes to the usual person collecting your child we expect you to notify us before 2pm on the day. Whoever is collecting will be expected to know the password which is set on your account.

### **Allergies / Medical Conditions**

- You must inform us in the booking system of any allergies or medical conditions your child may have.

### **Policies & Procedures**

- In attending Artisan Village all clients and their children undertake to abide by the policies & procedures associated with the service. These are available via a link on KidsClubHQ or in person. It is the responsibility of those booking our services to read and understand these policies.

### **GDPR:**

- Artisan Kidz collects information about Children, Parents and Emergency contacts from when the initial enquiry is made and retains such information for long as necessary to fulfil the purposes we collected it for (personal identification, contact details, health needs, amongst others). Our Data Protection and Confidentiality Policy is available on request for more details on retention periods and GDPR compliance.