

Holiday Club Terms & Conditions

Emma's Explorers Out-of-School Service

Care Inspectorate Registration No: CS2025000302

Provider & Service Manager: Emma Taylor



These Terms & Conditions form part of the agreement between **Emma's Explorers Out-of-School Service** ("the Service") and the Parent/Carer ("the Parent") for the provision of Holiday Club childcare.

By booking a Holiday Club place, Parents confirm they have read, understood, and agree to these Terms & Conditions.

1. Holiday Club Sessions & Fees

Holiday Club sessions operate during school holiday periods only.

Session Time:

9:00am – 4:00pm

Session Fee:

£35 per session, per child

Holiday Club sessions are charged **per session and not by the hour**. No reduction or refund will be given for late arrival, early collection, partial attendance, or non-attendance.

2. Booking & Priority Allocation

2.1 Priority for Term-Time Families

Families registered for term-time childcare with Emma's Explorers will be given **priority access** to Holiday Club bookings.

Priority bookings will be allocated on a **first come, first served basis**.

Places are limited in line with Care Inspectorate ratios and hall capacity.

2.2 General Booking

All bookings are subject to availability and appropriate staffing ratios.

Bookings are only confirmed once written confirmation has been issued and, where applicable, payment received.

3. Payment Terms

3.1 Term-Time Registered Families

- Holiday Club fees will automatically be added to the Parent's **monthly invoice for April 2026 only**. Term time families will be required to pay at the point of booking to secure a place from April 20th onwards in line with non-term time registered families.
- Payment is due in accordance with standard invoice terms.
- Failure to pay by the due date may result in:
 - Suspension of Holiday Club bookings
 - Suspension of childcare provision
 - Withdrawal of future places until the account is brought up to date.

All outstanding balances must be cleared before further bookings are accepted.

3.2 Non-Term-Time Registered Families

- Full payment is required **at the point of booking** to secure a place.
- Bookings are not confirmed until payment has been received.
- Places are allocated on a first come, first served basis.

4. Parent Cancellations & Changes

A minimum of **14 days' written notice** is required for all cancellations or changes to booked Holiday Club sessions.

- Cancellations or changes made with less than 14 days' notice will be charged in full.
- No refunds or credits will be issued where insufficient notice is given.
- Notice must be provided in writing (email is acceptable).

Booked sessions are reserved exclusively for your child. Staffing, ratios, resources, snack provisions, and hall hire are arranged in advance; therefore, fees remain payable.

5. Service Cancellation or Changes

Emma's Explorers Out-of-School Service reserves the right to cancel or amend Holiday Club sessions with **14 days' notice**, for example due to:

- Staff holidays
- Operational requirements
- Low enrolment
- Unforeseen circumstances

EEOSS Created Date – 02/2026

Review Date – 02/2027

In exceptional situations beyond our control (e.g., severe weather, emergency closure, public health guidance), shorter notice may be necessary.

Where the Service cancels a session, a refund or credit will be offered.

6. Absence & Illness

- Fees remain payable if a child is absent due to illness, family holidays, or any other reason.
- No refunds or credits will be given for non-attendance.
- Children must not attend if unwell, in accordance with our Sickness & Infection Control Policy.

7. Late Collection Charges

Children must be collected promptly at **4:00pm**.

Late collection charges apply to cover additional staffing and hall hire costs:

- £15 for the first 30 minutes after 4:00pm
- £10 for each additional 15-minute period thereafter

Late fees will be added to the next invoice or must be paid immediately for non-term-time families.

Persistent late collection may result in review or withdrawal of your child's place.

8. Safeguarding & Child Protection

Emma's Explorers Out-of-School Service is fully committed to safeguarding and promoting the welfare of children.

- **Emma Taylor (Provider & Service Manager)** is the designated **Child Protection Officer**.
- All safeguarding concerns are managed in line with national child protection guidance and Care Inspectorate standards.
- Where required, the Service will liaise with appropriate external agencies to ensure children's safety and wellbeing.

The welfare of the child is paramount at all times.

9. Staffing & Compliance

- All staff are registered with the **Scottish Social Services Council (SSSC)**.
- All staff hold up-to-date Child Protection training.
- A trained First Aider is on site at all times during Holiday Club sessions.

- The Service operates in accordance with Care Inspectorate regulations and required adult-to-child ratios.

10. Behaviour & Welfare

Emma's Explorers promotes a safe, respectful, and inclusive environment.

The Service reserves the right to withdraw a child's place where behaviour poses a serious risk to staff or other children, following appropriate procedures and communication with parents.

Fees for booked sessions remain payable.

11. Liability & Personal Belongings

Emma's Explorers maintains appropriate insurance in line with Care Inspectorate requirements.

The Service cannot accept responsibility for loss or damage to personal belongings brought to Holiday Club. These are brought in at the service users own risk.

12. Amendments to Terms

Emma's Explorers Out-of-School Service reserves the right to amend these Terms & Conditions. Parents will be given reasonable notice of any changes.

13. Agreement

By booking a Holiday Club session, Parents confirm that they:

- Accept these Terms & Conditions
- Agree to comply with booking and cancellation requirements.
- Accept liability for all applicable fees.

By registering their child with Emma's Explorers Out-of-School Service, parents/carers acknowledge that they have read, understood, and accepted these Terms and Conditions and agree to comply with them in full.