

Terms and Conditions for Skill Clubs by Skill Supply Ltd.

Skill Supply will...

- Provide quality STEM activities for groups that book our workshops
- Provide sufficient, well-trained and DBS-checked staff that have been safely recruited in accordance with our Safeguarding policies.
- Inform you if there are any accidents or incidents at the workshop involving your child.
- Have a qualified first aider present and any accidents will be treated by them and you will be informed as soon as possible.
- Treat any information you give us as confidential. However, in certain circumstances, for example if there are child protection concerns, Skill Supply has a legal duty to pass certain information on to other agencies, including Police, Social Care and Healthcare professionals. (See Data Protection and GDPR section below).
- Be happy to receive feedback and hope that our STEM workshops reach yours and your children's satisfaction. If you do have a complaint, please get in touch. You can read our Complaints Policy at our venues, as an attachment on this booking system or we can send you a copy.

Parents will...

- Understand that whilst your child is at our workshop Skill Supply are legally responsible for him/her and once your child arrives at he/she will be in the care of Skill Supply until collected and signed out by an authorised person.
- Understand that the Skill Supply Ltd. has policies and procedures (which are available for reference at the venue and on request), and that there are expectations and obligations relating both to Skill Supply Ltd. and to yourself and your child and agree to abide by them.
- Ensure children do not bring electronics or games to our workshops, or their own toys. This is to safeguard them being damaged or lost.
- Understand that children's mobile phones may be brought but must be kept in their bag and not used to take videos or photos during Skill Supply workshops.
- Not use their own phone to photograph or video at Skill Workshops, permission to take a photo of their own child must be gained beforehand.
- Notify Skill Supply if their child is unable to attend for any reason before the workshop starts. (see Cancellation and Refunds section below).
- Notify Skill Supply of any changes since the booking was made.
- Pay for all bookings via the booking system or childcare voucher before the day of the first club.
- Childcare voucher bookings must inform their provider ASAP after booking and we must hear from them within two weeks. If we do not hear from you or them after 2 weeks we will cancel your booking.
- Understand that some activities will be messy and outdoors, and that weather can be changeable and send their child(ren) with appropriate clothing
- Acknowledge the need for your child(ren) to behave responsibly during the sessions.

- Accept that if your child's behaviour is disruptive, Skill Supply may not be able to accommodate them, and you may be asked to collect your child. Skill Supply reserves the right to permanently exclude from future workshops.
- Understand that aggressive and abusive behaviour towards staff will not be tolerated.
- Pick up their child(ren) at the required pick-up time or let a member of staff know if they will be late (see additional charges below).
- Understand that whilst Skill Supply try to ensure the safety and security of items, it cannot be held responsible for loss or damage to your child's property whilst at the workshop.

Cancellations & Refunds:

- All bookings are subject to the right to cancel in writing (or e-mail to us) within seven (7) calendar days from the date that you make a booking pursuant to the Consumer Protection (Distance Selling) Regulations 2000. **Outside of this seven (7) day period all bookings are final and non-refundable.**
- If you want to change an existing booking, please notify Skill Supply as soon as possible giving full reasons why. Skill Supply will, at its sole discretion, try and accommodate any request.
- Please note that Skill Supply reserve the right to cancel a Skill Club at any time prior to the published earliest commencement time or date of a workshop if minimum required bookings are not achieved. You will be advised by email or phone call in such circumstances. The workshop cost will be refunded to your original payment details in full within 14 days.
- Please note that no refunds are available once any workshop has commenced or where participants have had to be temporarily or permanently excluded from a workshop because of disruptive or continuously disruptive behaviour.
- Please note that Skill Supply will not issue refunds based on participants not being able to grasp or develop the specific skills taught during any workshop, or where a participant's medical conditions or disabilities render them unable to fully participate in the workshop. Nor will Skill Supply issue refunds to participants who no longer wish to attend a workshop for any reason.
- No refunds are available where a workshop or part thereof is postponed or cancelled because of occurrences that are outside Skill Supply's control. Skill Supply will only issue refunds (or pro-rata refunds where applicable) for workshops that it cancels of its own volition. Exclusions to this will be if local or national guidelines are issued so that the club may not open in this case full refunds will be given for any bookings made for the period of time the club has to close.
- We may need to temporarily close the Club if we have insufficient staff due to illness to run sessions safely and will issue refunds (or pro-rata refunds where applicable)
- If a child or member of staff has a communicable illness that has been confirmed by testing that requires the club to close down (e.g. Covid-19). Refunds will be given for any remaining days booked with the club for the time of closure.

Late Collection / Uncollected Children

- Where early drop or late pickups have not been booked in advance, or where you pick up outside the booked time, we will charge an additional £5 per 15 minutes per child.
- If you do not collect your child for 30 minutes after the finish of the workshop and Skill Supply has been unable to reach you or any of your emergency contacts, Skill Supply will follow its Uncollected Children Policy and contact Social Care.

Permissions

You will be asked on your booking form for the permissions detailed below:

- Whether you give permission to give your child first aid treatment or emergency treatments by medical staff in your absence.
- Whether Photographs and Video of activities can be taken of your child(ren).
- Whether these Photographs and video may be used for training and publicity purposes. This would be on our social media, website and in some printed media.

Names will not normally be included (Names may occasionally be required e.g. in newspaper publications, but we will always seek your permission separately before this would occur).

- With the new GDPR regulations in effect from 25 May 2018 we are required to tell you why and how we will use any details (data) you give us and where and how long we will keep this information. Please read the other attached document, Privacy Policy FV before booking.
- You will need to acknowledge the need for your child(ren) to behave responsibly during the sessions. You will also be asked to accept that if your child's behaviour is disruptive, Skill Supply may not be able to accommodate them, and you may be asked to collect your child. Skill Supply reserves the right to permanently exclude from further workshops. This is in line with our behaviour and safeguarding policies.
- We would like to continue to contact you via email and or post about our workshops and other activities with Skill Supply. You will be able to opt in on your booking form and you can opt out at any time.

Health and Medical Information

- All information should be declared in the booking form at the time of booking that may affect a child's participation.
- We want to be as inclusive as reasonably possible within our workshops and knowledge of any child's extra needs or medical issues (if relevant) makes it easier for us to accommodate children and for them to have the best time with us.
- Any medication required to be administered during the workshop should be provided in a named bag with full instructions and given to a member of staff at the beginning of the day. You will be asked to fill in a medication permission form and sign the Medicines record at the end of each day.
- Please inform Skill Supply of any additional medical matters that may occur after booking.
- **Parents/carers will read the Covid-19 risk assessment and Policy and sign the agreement before their child can attend Skill Clubs (these will be sent via a separate email after booking).**

Data Protection Act and GDPR

- At Skill Supply Ltd. (the Data Controller) we respect the privacy of the children, their parents or carers, the staff of the establishments we work in, as well as the privacy of our staff.
- Our aim is to ensure that all those using and working with Skill Supply can do so with confidence that their personal data is being kept secure.
- Our lead person for data protection is Elizabeth Surry. The information contained in your booking document is classified as sensitive personal information and is subject to the provisions of the Data Protection Act 1998 and the General Data Protection Regulation (GDPR), regarding obtaining, storing and using personal data.
- Please read our Privacy Policy FV to see how we will deal with yours and your child(ren)'s personal data.

Skill Supply Ltd. reserve the right to update and amend these terms and conditions as necessary. We will notify current customers of any change and full view of these terms and conditions will be available before booking, and on our website.

These terms and conditions were updated on 5th Sept 2021 and reflect our current policies and procedures.

Skill Supply is registered as a Private Limited Company in England and Wales Company Number 8878665 and registered office at 7 Cedar Close, Sandbach, Cheshire. CW11 4JS. ICO Registration ZA266819.

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