



Active London terms and conditions

Active London will only undertake Business under the following Terms and Conditions, each of which shall be incorporated or implied in any agreements between The Club and The guardian. No variations of these Terms and Conditions shall be binding unless expressly confirmed by The Club in writing and signed by the Director of The Club. The guardian is bound by these Terms and Conditions once it uses the services of The Club and having used the online registration.

1. Bookings must be made in advance to secure a place for your child and to arrange staff ratio. This can be done via Active London's website. AL cannot accept telephone bookings.
2. All bookings are confirmed by email confirmation at the time the booking is made. If such email confirmation is not received, then the session is not booked. If the information contained in the confirmation of booking is incorrect in any way, you should contact the office. You will receive reminder emails regarding special events, outings or if your child must bring in something from home for a certain activity.
3. If you wish to cancel a booking, Active London requires two (2) weeks' notice in writing by e-mail which will be acknowledged by Active London's management.. If you cancel a booking at short notice due to other arrangements or sickness, The Club will not refund the fee for that session.

4. ALL Holiday Club fees are to be paid in full, in advance of attendance. Active London cannot give any early bird discounts out after the dates specified.

5. You may book one day, several days or whole weeks. Active London does not offer half day sessions apart from for reception childrens first day at holiday club.

6. Parents should pack a healthy, balance, NUT FREE packed lunch. No sweets, chocolate or fizzy drinks should be brought into club. Please pack your child a refillable bottle of water.

7. Guardians must collect their children on time. You will be charged for two members of staff who must be kept advised as to your expected arrival time. These terms have been devised in recognition of the fact that AL have other commitments after their working day and paying staff for their extra time.

8. School gates will be locked 20 minutes after registration, you will need to call us direct to be bale to let you in.

9. The Club accepts payment via all childcare vouchers and tax free childcare. With this method of payment, The Club must be notified when making the booking when the payment is expected and from which voucher company. The Club's preferred method of payment is via Credit/Debit Card.

10. The Club's fees are revised every January

11. Active London will be unable to operate in the event of health and safety issues, bad weather, diseases, Acts of God or circumstances beyond Active London's control and the premises will be closed. In adverse weather conditions, The Client must contact The Club on the club mobiles to establish the current situation. Updates will be posted on The Club's social media pages, and if possible on the AL website. The Club will put the safety of the children and staff first and will not take any unnecessary risks. There will be no refund due.

12. The Terms and Conditions may be altered from time to time. AL undertakes to display the latest version on The Club's website.

13. It is your responsibility to keep the information on the Registration Form online up to date for the children and our team caring for them.

14. Active London takes every precaution to keep the children within its care safe from harm, but AL is not liable for any accidents which may occur.

15. Parents are responsible for their child's belongings. Active London cannot be held liable for loss or damage of such possessions and two (2) weeks after each holiday, these belongings will be given to charity.

16. Active London reserves the right to withdraw its services if guardian's child is disruptive or aggressive in a manner which poses a safety risk to the other children at club. Active London will give an initial verbal warning but if matters do not improve or in an extreme case, Active London will demand the immediate removal of the child and the fees will not be refunded.

17. Equally if a parent is aggressive or rude to our staff at Active London or a child within our care, this behaviour will not be tolerated and AL reserves the right to withdraw its service. No refund of care will be received.

18. The Club operates on the basis of 1 staff member to 8 children ratio. Should your child require a 1:1 ratio, the child may attend the club in the normal way accompanied by its carer (which may be arranged through the resources of the Local Authority, through their school or through Active London).

19. .If your child is sick or has diarrhoea, we have a 48-hour policy, with other illnesses please see the NHS guidance notes.