

Term & Conditions of Casa Holiday Club as of December 2010 (are correct at date of publication/issue)

Bookings/Payment

All bookings are accepted on a first come first served basis by post and must be accompanied by full payment of the session fee by online bank transfer or cheque. Any bookings received without payment will not be valid until payment is received in full. Only postal applications will be accepted. We are unable to allocate places by telephone or e-mail.

All places on Casa Holiday Club course must be pre-booked prior to the session commencing to ensure correct staff to children ratios are met. Registration on the day may incur an additional fee; however we cannot guarantee a place so please have alternative arrangements in place. Bookings made on the day will only be valid with a cash payment for accounts purposes. Casa Holiday Club does not accept post dated cheques nor does it accept credit/debit card payments. However, Casa Holiday Club does accept Busy Bees childcare vouchers and many others.

Cancellation and Refund Policy

Casa Holiday Club does not issue refunds for any reasons. A credit note will only be issued in the event of illness/injury subject to prior written notification. This must be received at least 24hours before the commencement of the session. A medical certificate may be required. Credits are only valid for six months.

Returned or Late Payments

Payments returned by the bank are subject to a £10.00 bank charge. Bank charges incurred by Casa Holiday Club resulting from returned payments must be paid in full by the customer in addition to the booking fee. Late or non-payment of fees could result in the booking being cancelled without notice.

Late Collection Charges

Late collection of children after their booked time will incur a late collection charge. This will be £10.00 for each 15 minutes you are late up to 6.00 pm and £20.00 for every 15 minutes after 6.00pm. (Charges are at the discretion of the owner).

Arrival/Departure

Parents/Guardian is requested to ensure children arrive no earlier than 5 minutes before designated start time. We are unable to take responsibility for children who arrive earlier. A Parent/Guardian must accompany each child to the booking desk. Only when the child has been signed in will he/she be deemed under Casa Holiday Club care. Please arrive 5 minutes before the designated end time. No child will be able to leave the premises without a Parent/Guardian signing them out at the booking desk.

Medication/Medical Information

Parents/Guardian must give written consent for the administration of prescribed medicine by completing a medical form at the booking desk. By completing and signing a booking form Parents/Guardians give consent for Casa First Aid qualified staff to administer basic first aid to their child and agree that in an emergency the children may be taken to hospital/doctors surgery.

EPI-PEN Guidelines An Epi-Pen can only be administered with the parent/carer's permission and only by a trained/qualified member of staff. This should be discussed prior to attendance.

Swimming: Please inform us if you do not want your child to take part in organised swim time. Farnham Centre Only

Behavioural Standards

Casa Club expects all children to conduct themselves in a manner that is acceptable to both fellow children and Casa Club staff. In the first instance a member of staff would involve parents/carers in supporting our behaviour policy that would encourage the best outcomes for the child. However, Casa Club reserves the right to exclude a child from the course where he/she continually fails to maintain the required standard. Parents are responsible for transporting excluded children home.

Policies and Procedures

A full version of Casa policies, procedures and a weekly programme of activities will be available to view at each venue.

Cancellation by Casa Holiday Club

In the extremely unlikely event that Casa Holiday Club should have to cancel a session you will be offered a full refund or offered a place on the same or similar course in the area

Safe Guarding Children

We have a legal duty to report any concerns regarding a child's welfare to the appropriate authority.

Complaints

If there is a complaint this must be made in the first instance to the Team Leader of the Club and if not resolved to the Casa Club Owner. If this is still not resolved then OFSTED can be contacted on 0300 123 4234

Data

Children's personal details are processed on computerised records; we may need to discuss details of your data with third parties if required to do so by law.

Food & Drinks

Please put an ice pack in your child's lunch box as we do not have a fridge. Please do not put nuts into lunch boxes as some children have nut allergies.

Terms & Conditions Please Read

By signing the booking form you agree to Casa terms & conditions & confirm that the information on the booking sheet is correct, and that any changes to the child's details or emergency contact information will be passed immediately to the Manager.

CONTACT US ON T:01252 727000. EMAIL:info@casa-club.co.uk www.casa-club.co.uk