



Empower and Elevate Ltd

Terms and Conditions

Arrival

All parents/guardians should ensure that they arrive on time and no later than 15 minutes before the designated start time for the day/session.

We are unable to take responsibility for the children who arrive earlier. Please note that being late impacts the other children and the plan for the day, so please ensure that you arrive on time.

Departure/Pick Up

Please arrive at least five minutes before the designated end time for the day. No child will be allowed to leave our premises without a parent/guardian.

Please note that the booking reference number will be requested when collecting your child. If you are unable to provide the booking reference number we may ask you a number of security questions.

Sickness

If your child is sick or unwell (including vomiting, diarrhoea, conjunctivitis or head lice), they cannot attend. In this case, the child should stay at home for 48 hours after the last symptom occurred. It is the parents responsibility to provide us with information on any pre-existing health and medical conditions so that adjustments can be made. Medicine will only be administered by our staff if consent is provided.

If a child falls ill or unwell during the day, we will contact parents/guardians to arrange for the child to be collected without delay.

Behaviour

All children are expected to act in a safe manner and follow instructions. We have a zero tolerance policy on bullying and any form of bullying or unkind behaviour towards staff and other children will not be tolerated. If a child is not meeting our standards for behaviour the parent/guardian will be contacted to pick up their child and a refund will not be provided.



Allergies

We have a strict **no nuts** policy, which **must be adhered to at all times.**

If your child has an allergy parents are responsible for declaring this when completing the registration and medical form.

EpiPens

Our staff hold Pediatric First Aid Qualifications and are trained to administer EpiPens (an emergency treatment of anaphylaxis).

It is the parent/guardian's responsibility to ensure that a child's EpiPen(s) is provided to staff at the start of the day.

Health and Safety

Parents/guardians are required to inform us of any pre-existing allergies, medical conditions or disabilities of their child.

We require this information so that we can ensure the child's specific needs are catered for and make any adjustments that might be required. Parents/guardians provide this information when completing the registration form.

All of our activities are continually risk assessed to minimise the likelihood of injury. In the event that an accident takes place whilst a child is in our care, first aid will be provided by a Paediatric First Aider.. If first aid is provided parents will be informed. In the event of a serious accident where an ambulance is called, parents will be notified immediately.

Safeguarding and Protecting Children

All of our staff must have an enhanced DBS certificate and undertake safeguarding training with our Designated Safeguarding Lead. All staff have a duty to act if they suspect a child in their care may be suffering from abuse or if a child makes a disclosure about abuse.

We will communicate with the Local Authority Designated Safeguarding Officer (LADO) and in some instances the police, if we are concerned about the welfare of a child in our care.



Equal Opportunities

We welcome all children, regardless of their gender, ability, race or religion. We have a zero-tolerance policy on discrimination and bullying.

Lost Property

We ask that children do not bring valuable items when attending our programmes. Mobile phones and other electrical devices capable of taking pictures are not permitted at our venue. We cannot accept liability for lost, stolen or damaged items. Please ensure that clothes are clearly labelled with the child's name to help us return unclaimed items.

Lost property will be kept at the welcome desk for parents to collect at the beginning and end of each day. We will hold on to unclaimed items for 6 weeks. After this time any unclaimed items will be distributed to local charities.

Photography

We may take photographs of activities for marketing and promotional purposes. We will ask for parental consent when you complete the registration and booking forms. If a child has not been provided with consent for photography we will ensure that no photograph is taken of the child.

Insurance

We have public liability insurance that covers all children in our care.

Mobile Phones and Electronic Devices

We have a strict no phone policy. All devices that are capable of taking pictures are prohibited at our venues. If you wish for a child to carry a mobile phone this must be kept in their bag at all times. If a child is caught using their phone without permission, it may be confiscated until the end of the day.

Refunds and Cancellation

You should contact us as soon as possible if you no longer wish to continue with your booking. Please note that we will not provide a refund if it is requested less than 14 days before the start of the camp. If a cancellation is due to a child being sick or unwell a doctor's note will be requested.



In the unlikely event that we need to cancel the holiday camp a full refund will be provided.

Policies and Procedures

Our full policies and procedures document can be provided upon request. Please email info@empowerandelevate.co.uk to request this document.