

# Out of the Box Forest Fun

## *Terms and Conditions*

These terms and conditions set out the terms and conditions agreed between you (“You”, “Your”) and Out of the Box Forest Fun (“we”, “our”, “us”) in relation to the registration and attendance of the child (or children) (“participant”) whom you have registered for an Out of the Box Forest Fun (Out of the Box) block of sessions. All participant information must be completed in full and must be correct at the time of registration. It is your responsibility to ensure that we have a contact number for you (or the participants parent or guardian, if this is not you) in case of emergency at any time during the Out of the Box Forest Fun session. If you are not the participant’s parent or guardian, you confirm that you have made such parent or guardian fully aware of this registration and these terms and conditions (and that they have agreed to them in full).

### 1. Booking and payment

1.1. All bookings and payments must be made in full through the Sandringham website [www.sandringhamestate.co.uk/events](http://www.sandringhamestate.co.uk/events) and will be confirmed by email.

1.2. Out of the Box do not accept payment by voucher, cash or cheque.

1.3. Out of the Box allocates children to places on a first come, first serve basis.

1.4. The number of places available per session is limited for quality control purposes - we apologise in advance for those we have to turn away after the sessions are full.

1.5. Out of the Box will not accept direct requests from customers regarding free/subsidised places for children in receipt of Free School Meals or Pupil Premium.

### 2. Cancelling your booking

2.1. To cancel your child’s place and receive a full refund you must inform us by email at least 14 days before the start date of the first session.

2.2. If you give less than 14 days’ notice before the start date of the first session, we regret that no refund is available. However, the booking can be transferred i.e. credit of the total amount paid can put towards another block of sessions where there is available space.

2.3. Single sessions due to appointments/absence/events etc cannot be refunded.

### 3. Venue cancellation

3.1. Only in exceptional circumstances we may have to cancel particular dates/venues.

3.2. In this event, we will notify parents/guardians of children booked onto the Out of the Box sessions as soon as possible. We will always try to offer a suitable alternative if one is available, or offer a full refund of that event or a credit towards Out of the Box sessions.

#### 4. Available dates and activities

4.1. All the information in our literature is correct at the time of publishing/printing.

4.2. Changes may occur and if so, Out of the Box will inform parents/guardians via email/text and/or telephone as soon as possible.

4.3. Activity programmes are subject to change in the event of extreme weather or other circumstance beyond our control.

#### 5. Out of the Box timings

5.1. Our standard hours for Out of the Box are between 16:00 and 15:45. The Out of the Box session lasts for an hour and forty-five minutes unless otherwise stated.

5.2. All children must be collected by the scheduled finishing time of the Out of the Box session booked.

5.3. If for any reason you are detained and unable to collect your child by the scheduled finishing time, we ask that you call Out of the Box as soon as possible (07787381225).

5.4. If we have no contact from a parent/guardian half an hour after the scheduled finishing time, we will contact local Social Services to advise them we have an uncollected child.

5.5. We reserve the right to refuse future bookings from parents who continually collect their child late.

#### 6. Collection personnel

6.1. Only the parent/guardian and other named collectors on the enrolment form can collect the named child.

6.2. If someone else is to collect the child, the parent/guardian should call the Out of the Box number as soon as possible with the details of the temporary allocated collector i.e. full name and phone number. The office will provide a password for the temporary allocated collector to use when collecting the named child. Please do not communicate this password to other persons as this can jeopardise the security of the children at the Out of the Box session.

#### 7. Parental requirements

7.1. We respectfully ask that no food products are sent with children, only a water bottle.

## 8. Insurance

8.1. All children in our care are covered by our Public Liability Insurance.

## 9. Health policy

9.1. Out of the Box requires that all children who are ill or infectious are to be kept at home.

## 10. First aid

10.1. In the event of an accident, first aid will be administered to the child in our care by the designated first aider in the school and the emergency services will be called if necessary.

10.2. If your child requires an epipen please disclose this on the booking form.

## 11. Photography and video

11.1. We occasionally take photographs/videos of children for promotional materials. Please inform us by email ([outofthebox2029@gmail.com](mailto:outofthebox2029@gmail.com)) if you do not want your child to be included in this.

## 12. Mobile phones and electronic devices

12.1. All electronic devices (e.g. iPads, Nintendo DS, etc.) are prohibited at our Out of the Box session.

12.2. If you wish for your child to carry a mobile phone and they are seen using it inappropriately, the instructor will confiscate it until the end of that session.

12.3. Out of the Box will not take any responsibility for the damage or loss of any electronic devices that are brought into the after school club.

## 13. Equal opportunities and child protection

13.1. Out of the Box is an equal opportunities organisation and welcomes all children regardless of their gender, ability, race or religion.

13.2. Each child attending the Out of the Box is equal and entitled to equal access of opportunity.

13.3. We operate a zero tolerance policy on discrimination or bullying of any kind.

13.4. Out of the Box has legal obligations in relation to Child Protection.

13.5. As a caring organisation, any suggestion of child abuse or neglect will be investigated and reported to our regulator or other official agencies.

13.6. All instructors have an enhanced DBS check.

## 14. Special needs

14.1. It is our policy not to exclude any child due to specific needs wherever possible.

14.2. The needs of each child varies so decisions are made on a case-by-case basis depending on the level of support each child requires to enable them to fully participate and enjoy the activities at any of our Out of the Box sessions.

14.3. We request that parents of children with specific needs contact Out of the Box (07787381225) to discuss how we can best accommodate their child and consider whether any special arrangements need to be made. We are happy to accommodate the child on a trial basis and reserve the right to review further bookings.

## 15. Child exclusion

15.1. On rare occasions, if a child proves incompatible with the general well-being of Out of the Box sessions (e.g. they are involved in bullying or are engaged in disruptive or aggressive behaviour) we reserve the right to exclude them. Please only enrol children who will agree to our behaviour and respect policies to eliminate this possibility.

15.2. No refund will be made for any remaining after school club sessions booked.

## 16. Data protection

16.1. We will use your details to contact you via email, mail or text with important information about your booking and/or future information about our services.

16.2. You may opt out of our mailing list at any time after the enrolment stage. If you do not wish to receive any offers, you may opt out of this at any stage after the enrolment stage.

16.3 We do not share any of your personal information with external agencies.

16.4 Our GDPR policy is available in our handbook.

## 17. Parent feedback

17.1. We aim to provide the best possible care for all children at all times.

17.2. Please tell other parents if you are happy with your experiences of Out of the Box Forest Fun.

17.3. If you have concerns or suggestions, please tell us. We value your feedback and use it to develop and improve our services.

17.4. Concerns should be raised initially with the instructors to try to resolve the concerns immediately.

## 18. Issues/concerns

18.1. The instructors will make every attempt to resolve the issue/concern to your satisfaction.

18.2. You agree to notify us of any concerns within 48 hours of any Out of the Box session.

## 19. Health & Safety

19.1. All activities are risk assessed, copies of which can be requested from the instructors.

19.2. On registration you will be asked to confirm that you acknowledge some activities require use of tools. By checking this box you are confirming that you are aware and understand the health and safety implications of using tools especially around small children.

## 20. Age ranges of Out of the Box sessions

20.1. Our sessions are designed for an age range, predominantly KS1 (Y1&2) and KS2 (Y3-6).

20.2. When booking onto a block of sessions you are accepting that the educational levels and needs of the children in one group can differ significantly and the outcomes will also vary.

For further information please contact: Hannah Woods ([outofthebox2029@gmail.com](mailto:outofthebox2029@gmail.com) 07787381225) or Janet Lavender ([lavenderforestschoo@gmail.com](mailto:lavenderforestschoo@gmail.com) 07940054584)