



## Terms & Conditions

### **Our Organisation**

Play in Hallam is run as a private business. We enjoy a close working relationship with the local schools in order to ensure continuity of care, and to maintain good communication links.

### **Policies and Procedures**

The Club has clearly defined policies and procedures. Key points of the main policies are included in this Handbook. Copies of the full policies are kept at the Club and are available for parents to consult at all times. They can also be found on our website. Please visit [www.playinltd.com](http://www.playinltd.com) for a full list of our Policies & Procedures.

### **Data Protection**

All information will be kept confidential in line with our **Data Protection & Privacy Policy** and our **Privacy Notice**.

### **Admission**

Our Club aims to be accessible to children and families from all sections of our local community. Admission to the club is organised by the Manager and we use a waiting list system when the need arises. The waiting list will be operated on a first come-first served basis, with the exception of siblings who will have priority for the same days as a sibling already attending. See our **Admission and Fees Policy** for more details. We require a completed set of registration forms for your child before they can attend the club. This information will be treated as confidential and will be stored appropriately.

### **Payment of fees**

#### 1) Availability

Places are subject to availability and our booking system is updated regularly to provide you with the latest booking options.

#### 2) Standard Payment

The whole cost of the holiday club is taken by credit or debit card when booking via our website. We do not accept cash or cheque.

#### 3) Childcare Vouchers

We accept all types of Childcare Vouchers as full or part payment. All the Childcare Voucher companies that we are registered with are clearly stated on the payment page of the online booking form. If the company isn't shown, please contact 08000476523 and we can register with your requested provider. As with standard payment, all childcare voucher payments must be made when booking. Please be aware that your booking will be provisional

until the voucher has been verified on the system and we have contacted you to confirm this.

#### 4) Cancellation Charges

Cancellations are subject to a 50% cancellation fee and the remainder will be refunded to you by the original payment method. Cancellations can be made up to 7 days prior to the start of the holiday club or first day your child is booked in. If you wish to cancel a place this must be done in writing via e-mail. We are unable to refund any cancellations made less than 7 days before your child's first day.

If you have to cancel your place due to self isolation you will have the option to credit your account this credit can be used towards any date that year. You also have the option to follow through our cancellation policy.

Any cancellations placed must be received in writing with supporting medical evidence if relevant.

#### 5) Credit Notes

When a credit note is awarded, this is valid until the end of the same holiday term the following year. You can use the credit towards any dates/terms that fall before it expires.

Where a credit is held on account due to the cancellation of Play in Ltd because of Covid-19, the credit can be used towards any date within that year. This will also be honoured for any 2020 credit that has been carried over into 2021 because of the cancellations in 2020.

If you credit your place due to self isolation this credit can be used towards any date that year. You also have the option to follow through our cancellation policy.

If you have credit on account from a previous year and you no longer wish to use that, our standard cancellation policy will apply.

#### 6) Changing your Booking

We will change a booking like for like at any point (subject to availability) at no extra charge. We will always advise you of the most cost effective way to amend your booking. Please e-mail or ring in order to request these changes.

#### 7) Waiting Lists

If the holiday club period you require is fully booked, you can choose to be placed on a waiting list, this is an option on our online booking system. In the event of any cancellations we will contact you (on a first come, first served basis) and book your child into the holiday club.

#### **8) Sibling Discount**

We offer a 5% sibling discount for the 1<sup>st</sup> sibling. To get this discount, please enter the promo code SIB05 when paying and 5% will be deducted from your basket total. You can also find information on this in the online FAQ section.

#### **Contact Information:**

**Play in Hallam  
King Edwards VII Upper School  
455 Glossop Road  
Sheffield  
S10 2PW**

**Phone - 0800 047 6523**

**Website - [www.playinltd.com](http://www.playinltd.com)**

**Email - [info@playinltd.com](mailto:info@playinltd.com)**

#### **Niala Haq**

**Special Education Needs Co-ordinator**

**Equalities and Inclusion Co-ordinator, Health and Safety Officer**

**Fire Safety Officer, First Aid Co-ordinator, EYFS Key Person**

**EYFS Key Person, Child Protection Officer**