



HIGHFIELD AND BROOKHAM SCHOOLS HOLIDAY ACTIVITIES TERMS AND CONDITIONS

1. Bookings

Bookings are accepted on a first-come, first-served basis and must be accompanied by full payment of the course fee. Any bookings received without payment will not be deemed valid until payment is received in full.

2. Payment

Highfield School accepts the following forms of payment: childcare vouchers, cheque, cash and bank transfers. Bank details are shown on the activities application form.

3. Cancellation by Highfield School

Should it be necessary for Highfield School to cancel a course, you will be offered a full refund. For matters within our control, we will give 2 week's notice of cancellation.

4. Cancellation by parent/guardian and refund policy

Highfield School will issue a refund for course cancellations based on the following:

CANCELLATIONS (including sickness/injury):

- 15 or more working days before child is due to attend: 100% refund
- 8 to 14 working days before child is due to attend: 50% refund
- 0 to 7 working days before child is due to attend: 0% refund

5. Returned payments

Payments returned by the bank are subject to bank charges. Any bank charges incurred by Highfield School as a result of returned payments must be paid in full by the customer, in addition to the original booking fee.

6. Arrival

Children should be dropped off no earlier than 15 minutes before the start of the course each day. We are unable to take responsibility for children who arrive earlier than this.

7. Departure/Late fees

Highfield School reserves the right to charge a fee for late collection of any child/children. If a child/children is collected later than 10 minutes after the allocated collection time, the parent/guardian will be subject to an immediate charge of £3.00 per child.

No child will be permitted to leave the premises with anyone other than their registered parent or guardian unless written notification is received before the start of course detailing the alternative arrangements.

8. Medical information

- General - Any child known or found to be suffering from any infectious ailment or condition will not be allowed to participate in the course until the condition has cleared. It is the responsibility of the parent/guardian to ensure that their child/children are fit and well enough to participate. Highfield School will not accept liability for any infection passed on.
- Medical conditions and allergies - The parent/guardian must state on the booking form any medical condition or allergies their child has, or any relevant background information that Highfield School need to be aware of while their child is attending a course.
- Medication - The parent/guardian must give written consent for the administration by Highfield School staff of prescribed medication.
- Emergency First Aid - The parent/guardian gives consent for Highfield School to administer emergency first aid and seek professional medical help where necessary.

Medical Information Continued/

Any swimmer who has been confirmed as having concussion must advise Highfield School of Swimming. The swimmer will be required to adhere the Highfield School Head Injury policy whereby they follow the Gradual Return To Play (GRTP) tracker. A copy of the Head Injury policy together with the GRTP tracker can be found under the Lessons and Fees section of the Swim School page on the Highfield and Brookham School website. The GRTP tracker is Appendix 6 of the Head Injury Policy document.

If a parent/guardian does not disclose to the Highfield School of Swimming that their child is suffering from concussion, Highfield School of Swimming cannot accept liability for any injury caused at the time of the lesson, nor any subsequent deterioration in health/condition thereafter.

9. Behavioural standards and exclusion

Highfield School expects all children to behave in an appropriate manner at all times. In the event of a child repeatedly refusing to obey an instruction from a member of staff, using verbal and/or physical abuse towards other children or members of staff, or causing damage to Highfield School premises or any of the fixtures or equipment in those premises, the child shall not be permitted to continue with the course. Highfield School shall then have the right to terminate the booking without further notice and without being required to offer any credit or refund. The child may not be accepted for any future courses.

10. Child protection

Highfield School 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. In such an event, the member of staff will follow the Child Protection Policy as detailed in our policies and procedures.

11. Lost property

Please ensure children do not bring valuable belongings with them. Highfield School cannot accept liability for lost, stolen or damaged items. Please ensure clothing and other belongings are clearly labelled with the child's name to help us return unclaimed items. Lost property will be kept at the Highfield School office for a period of three weeks after the end of the course. If items are still unclaimed after this period, Highfield School will distribute them to local charities.

12. Photography

From time to time we take photographs at our courses that may be used for marketing and promotional purposes. If you would rather your child was not included in any photographs, we must be informed either at the time of booking or in writing before the start of the course.

The use of camera, mobile phone or video photography/filming by parents/guardians is strictly prohibited at all times. Anyone found to be taking footage of any kind will be asked to delete it immediately and may be asked to leave the school premises.

13. Liability

Highfield School does not accept liability for sickness, personal injury or death of any participants unless directly caused by the proven negligence of the company or its servants. Highfield School and its servants are under no liability whatsoever in respect of personal injuries, loss or damage to property whilst attending any Highfield School course.

14. Insurance

Participants are covered by our Public Liability Insurance.

15. Data Protection

Highfield School acts as a Data Controller for the purposes of the GDPR. It is your responsibility to ensure that you have permission to pass on these details. In providing your details, we will use these for future holiday activity communication purposes.

16. Changes of Terms and Conditions

Terms and Conditions are correct at the time of publication/issue and are subject to change without prior notice