



GET WITH THE KIDS VIBE

AFTER SCHOOL CLUB

TERMS & CONDITIONS

Applicable to all Get With The Kids Vibe After School Club locations

GET WITH THE KIDS VIBE

AFTER SCHOOL CLUB

TERMS & CONDITIONS

Applicable to all Get With The Kids Vibe After School Club locations

These Terms & Conditions apply to all children attending any Get With The Kids Vibe After School Club, regardless of the school, venue or location at which the Club operates. Site-specific opening times, collection arrangements and fees may vary and will be communicated at the time of booking.

1. ENROLMENT & BOOKINGS

- Only children who have completed the required registration process may attend the After School Club.
- All bookings must be made through the Provider's designated online booking system, currently KidsClubHQ, unless an alternative arrangement has been agreed by Get With The Kids Vibe in writing.
- A place is only secured when the booking has been successfully submitted and the required payment has been received or an agreed payment arrangement is in place.
- Parents are responsible for ensuring that all information provided during registration is accurate, complete and kept up to date.
- The Provider reserves the right to refuse a booking or attendance where this is necessary for safeguarding, staffing, capacity, payment, operational or other legitimate reasons.

2. FEES & PAYMENT

The applicable After School Club fee will be displayed during the booking process. Standard daily pricing is not included within these Terms & Conditions, as fees may vary by location and may be amended from time to time.

Payment must be received before the childcare provision date unless an alternative payment arrangement has been agreed with Get With The Kids Vibe.

Payment may be made using the payment methods offered by the Provider, which may include bank transfer, cash, Childcare Vouchers, Tax-Free Childcare or other approved payment methods.

Where a third-party childcare payment has not cleared, the Provider will require payment or a temporary deposit before the child attends.



GET WITH THE KIDS VIBE

Outstanding fees or charges will result in the suspension or withdrawal of childcare provision.

SEND Supplement: Where applicable, an additional £5 SEND supplement will be added to the booking. This supplement is separate from the standard childcare fee and any other additional charges.

3. SAME-DAY BOOKINGS & RUSH RATE

The Rush Rate applies to any After School Club booking made from 9:00pm on the day before the childcare is required. The Rush Rate is an additional £3 on top of the applicable booking fee.

For example, a booking for Tuesday attendance made at 9:00pm on Monday or later will be charged the additional £3 Rush Rate.

- The additional £3 Rush Rate applies per child, per booked day.
- The Rush Rate is not eligible for sibling discounts or other standard discounts unless expressly stated otherwise.
- Same-day and Rush Rate bookings are subject to availability, venue capacity and safe staffing arrangements.
- The Provider may refuse a Rush Rate booking where accepting it would mean that appropriate staffing ratios, safeguarding arrangements or operational requirements cannot be maintained.
- Parents are responsible for completing the booking correctly and ensuring that payment has been made.
- Parents making a Rush Rate booking are encouraged to contact the Provider by telephone or WhatsApp to confirm that the booking has been received, particularly where the booking is made shortly before the child is due to attend.
- Contacting the Provider does not replace the requirement to complete the online booking.

4. SIBLING DISCOUNT

Where a sibling discount is offered, the following conditions apply unless different terms are stated for a particular promotion:

- A 10% sibling discount may be applied where a full five-day week is booked for one child.
- The discount applies to the standard daily rate only.
- The discount does not apply to Rush Rate bookings.
- The discount does not apply to optional extras such as later collection, tutoring or other additional services.
- The discount does not apply where a shorter week is booked.
- The discount will not normally be applied where additional days are added after the original weekly booking has been made.
- Sibling discounts cannot be applied retrospectively unless expressly agreed by the Provider.

5. CANCELLATIONS, ABSENCES & REFUNDS

5.1 Cancellation by Parent

- Once a booking has been confirmed, the Provider is not obliged to provide a refund.
- Where a cancellation is requested before the relevant month has commenced, the Provider may offer a refund or account credit in accordance with its current cancellation arrangements.
- The Provider may consider exceptional circumstances at its discretion, but this does not create an entitlement to a refund.



GET WITH THE KIDS VIBE

5.2 Absence

- Children are expected to attend every session for which they are booked.
- Parents must notify the Provider of an After School Club absence before 12:00pm on the day of non-attendance.
- An absence notified after 12:00pm, or an absence without notification, will incur a £10 administration/absence charge per child, or such other charge as is stated in the current fee information.
- There are no refunds for ordinary absences. Staffing, food, refreshments, resources and other operational arrangements may already have been committed based on the booking.
- Unused childcare sessions cannot be transferred to another date, child or family.

5.3 School Closures

The Provider does not provide refunds or automatic transfers where a child is unable to attend because their school is closed, including for INSET days, strike action or other school-specific closures, where the After School Club provision itself remains available.

5.4 Provider Cancellation

If Get With The Kids Vibe is unable to operate an After School Club session and cannot provide a reasonable alternative arrangement, an appropriate refund or account credit will be offered for the affected session.

6. COLLECTION OF CHILDREN

- Children must be collected by the published closing time for the relevant After School Club location. Collection times may differ between locations.
- Parents may collect children earlier than the published closing time, provided the child is signed out in accordance with the Site's procedures.
- Parents must ensure that the Provider knows where a child is expected to be collected and must notify staff of any change to the agreed collection arrangement.
- The Provider may refuse to release a child where the identity or authority of the person collecting cannot be satisfactorily verified.

6.1 Later School Collection for Extra-Curricular Activities



GET WITH THE KIDS VIBE

Where Get With The Kids Vibe is scheduled to collect a child from school, Parents must notify us by 12:00 noon if they no longer require the collection. Failure to provide notice by 12:00 noon will result in a £10 cancellation fee being charged and added to the booking.

- Cannot be assumed to be available unless the booking has been confirmed.
- Does not apply to children who are simply collected late from the After School Club. Late collection from the Club is subject to the separate late collection charges.
- Is charged at £10 per child, per applicable day.
- Is subject to availability and appropriate staffing.
- Must be requested and booked in advance.

This service:

A £10 Later Pick-Up Fee can be booked where Get With The Kids Vibe is required to collect a child from school at a later time because they are attending an extra-curricular activity, such as football, dance, music or another school-based club.

- Where a child attends a school activity after normal school finishing time, the Provider may, subject to prior agreement, arrange a later collection from the school or an alternative agreed collection point.
- This service is not guaranteed and is subject to staffing, school arrangements, location and availability.
- Where offered, a later collection fee applies per child and must be agreed or booked in advance.
- Parents must not assume that a later collection has been accepted unless confirmation has been provided by the Provider.

6.2 Late Collection

- Collections after the published closing time will incur a late collection charge. The current charge will be stated in the applicable fee information.
- Late charges may be calculated in 15-minute increments, with the first chargeable period applying once the published collection time has passed.
- Persistent late collection will result in a written warning, suspension or withdrawal of the child's place.
- Where a child remains uncollected and the Parent cannot be contacted, staff will follow the Provider's safeguarding and uncollected child procedures and may contact emergency contacts and, where necessary, the appropriate authorities.

7. COLLECTION BY SOMEONE OTHER THAN THE PARENT / CARER

- Parents must notify the Provider before collection if their child will be collected by someone other than the Parent or usual authorised collector.
- Notification should be made using the contact method specified by the Provider, currently telephone or WhatsApp to 07761 938 160, unless a different Site-specific process has been provided.
- The Provider will require the collecting adult to provide identification or a collection password.
- Parents are responsible for informing the Provider of any legal, safeguarding or family circumstances that affect who may collect their child.
- The Provider will not release a child to an unauthorised person where the required verification cannot be completed.



GET WITH THE KIDS VIBE

8. CHILDREN WALKING TO OR FROM THE CLUB / COLLECTION POINTS

- Parents must ensure their child understands when and where they are expected to attend the Club or designated collection point.
- Parents should inform the child's school, where applicable, that the child is attending the After School Club and provide any required letter of authority.
- Children are expected to proceed to the designated pick-up point promptly after school and follow any instructions provided by the school or Club staff.
- Where a child is permitted to walk independently to or from the Club or another location, the Provider must have received the required parental permission in advance and in writing.

9. STAFFING, CAPACITY & SAFE OPERATION

- The Provider will make reasonable arrangements to maintain appropriate staffing, safeguarding and operational standards.
- Places are subject to the safe capacity and staffing arrangements of the relevant location.
- The Provider may refuse admission, limit bookings, alter arrangements or cancel a session where necessary to maintain safe operation.
- Where a session is cancelled by the Provider because it cannot safely operate, the refund or credit provisions in Section 5.4 will apply.

10. HEALTH, ILLNESS & MEDICAL INFORMATION

- Parents must not send a child to the Club when they are too unwell to participate safely or where attendance would present an infection or health risk to others.
- Parents must provide complete and accurate information about relevant medical, dietary, behavioural, additional support and emergency requirements.
- Parents must update this information promptly if circumstances change.
- If a child becomes unwell while attending, the Parent or emergency contact must be available to arrange prompt collection.
- No refund will be provided where a child is required to leave the Club because they become unwell or cannot safely remain in the provision.
- Parents and emergency contacts must remain contactable during the child's attendance.

11. BEHAVIOUR & SAFETY

- Children are expected to behave respectfully towards staff, other children, visitors, venue users, equipment and property.
- Children must follow reasonable instructions relating to safety and participation.
- Bullying, intimidation, physical aggression, threatening behaviour, abusive language, deliberate damage or behaviour that places others at risk will not be accepted.
- The Provider may use age-appropriate behaviour management, including reminders, reflection, recording of incidents and communication with Parents.
- Serious or persistent behaviour will result in immediate collection, suspension or withdrawal of the child's place.
- No refund is normally payable for sessions missed because of behaviour-related suspension or exclusion.



GET WITH THE KIDS VIBE

12. DAMAGE TO EQUIPMENT, PROPERTY, SUPPLIES & OTHER BELONGINGS

Parents accept responsibility for damage caused by their child where the damage results from intentional, reckless, deliberate or inappropriate behaviour, rather than ordinary use of equipment.

- This includes damage to Get With The Kids Vibe equipment, furniture, resources, craft materials, supplies and other property.
- It also includes damage to property belonging to the venue or school at which the Club operates.
- It includes damage to staff property or another child's personal belongings.
- Where damage occurs, the Provider may assess the reasonable cost of repair, cleaning or replacement and will provide the Parent with details of the amount claimed.
- The Parent agrees to meet the reasonable cost of repair or replacement within 14 days of written notification, unless an alternative payment arrangement is agreed.
- Where appropriate, the Provider will require outstanding damage costs to be resolved before accepting further bookings or allowing further attendance.
- Nothing in this clause makes a Parent responsible for ordinary wear and tear or damage that was not caused by their child.

13. PERSONAL BELONGINGS

- Parents should not send valuable or unnecessary personal items to the Club.
- Phones, tablets, games consoles, jewellery and other valuable items should be left at home unless the Provider has specifically permitted them.
- The Provider will not be responsible for loss, theft or damage to personal belongings brought onto Site except where liability cannot lawfully be excluded.
- All bags, coats, water bottles and other belongings should be clearly labelled.
- Children should not be sent in clothing that Parents would be particularly concerned about becoming dirty or damaged, as Club activities may involve craft, food, outdoor play or other messy activities.

14. FOOD, REFRESHMENTS & ALLERGIES

- The refreshments and food provided vary by location and will be stated in the relevant booking information.
- Parents must provide any food or drink specifically requested by the relevant Site.
- Parents must provide accurate information about allergies, intolerances and dietary requirements during registration and update it whenever necessary.
- Where the Provider operates a nut-free requirement at a particular location, Parents must comply with the Site's instructions.
- The Provider may restrict or remove food items that are considered unsuitable or unsafe for the Club environment.

15. CONTACT DETAILS & PARENT RESPONSIBILITIES

- Parents must keep their telephone numbers, email address, emergency contacts, school information, school finish times and other relevant information up to date through the online booking portal.
- Parents must advise the Provider of any situation, environment or circumstance that may be troubling, upsetting or otherwise relevant to their child's wellbeing.



GET WITH THE KIDS VIBE

- Parents must ensure all relevant registration questions and requirements are completed fully and accurately.
- Parents are responsible for ensuring that all childcare fees and applicable additional charges are paid when due.
- Parents should check booking confirmations and communications carefully and contact the Provider promptly if any information appears incorrect.

16. SAFEGUARDING

The safety and welfare of children is a priority. Parents must provide all information reasonably required to support safe care. Where a safeguarding concern arises, the Provider will follow its safeguarding procedures and any applicable legal or statutory requirements. Parents must cooperate with reasonable safeguarding requests and provide accurate information.

17. EMERGENCY CLOSURE & CIRCUMSTANCES BEYOND OUR CONTROL

The Provider will make reasonable efforts to operate as booked but cannot guarantee operation where circumstances beyond its reasonable control make provision unsafe or impossible. This may include severe weather, venue closure, utility failure, significant staffing disruption, government restrictions, public health emergencies or other exceptional circumstances.

Where possible, Parents will be notified as soon as reasonably practicable. If the Provider cannot provide the booked session or a suitable alternative, the Provider will apply the refund or credit provisions set out in these Terms & Conditions.

18. LIMITATION OF LIABILITY

The Provider will take reasonable care in delivering the After School Club service. Nothing in these Terms & Conditions excludes or limits any liability that cannot lawfully be excluded or limited, including liability for death or personal injury caused by negligence or rights arising under applicable consumer protection law.

Subject to the above, the Provider is not responsible for indirect or consequential loss or for loss or damage to personal belongings except where such liability cannot lawfully be excluded.

19. COMPLAINTS & COMMUNICATION

Parents who have a concern about the After School Club should raise it with the Provider as soon as reasonably practicable so that it can be investigated and addressed. Complaints will be handled in accordance with the Provider's complaints procedure.

20. CHANGES TO THESE TERMS

The Provider may update these Terms & Conditions from time to time to reflect changes to services, operating locations, fees, procedures or legal requirements. The latest version will be made available to Parents and will apply to future bookings.

21. ACCEPTANCE OF TERMS

By completing a booking, making payment or permitting a child to attend a Get With The Kids Vibe After School Club, the Parent confirms that they have read, understood and accepted these Terms & Conditions.



GET WITH THE KIDS VIBE

GET WITH THE KIDS VIBE

AFTER SCHOOL CLUB

TERMS & CONDITIONS

Applicable to all Get With The Kids Vibe After School Club locations

QUICK PARENT REFERENCE

This page is a summary only. The full Terms & Conditions above apply.

- Book through the online booking system and ensure payment is made before attendance.
- The Rush Rate starts at 9:00pm on the day before attendance and adds £3 to the applicable booking fee.
- Notify us of absences before 12:00pm on the day. Late or no notification will incur the applicable absence charge.
- Collect your child by the published closing time for your location. Late collection charges apply.
- Tell us in advance if someone else is collecting your child.
- Keep your contact, emergency and child information up to date.
- Do not send phones, tablets, games or other valuable personal belongings unless necessary.
- Parents may be responsible for the reasonable cost of repair or replacement where their child intentionally, recklessly or through inappropriate behaviour damages equipment, venue property, supplies or another child's belongings.
- Unsafe, aggressive, bullying or seriously disruptive behaviour will result in immediate collection, suspension or exclusion.
- If we have to cancel a session because we cannot safely operate and cannot provide an alternative, an appropriate refund or credit will be offered.