



DOWNSEND SCHOOL

Inspiring Young Minds

Terms and Conditions Downsend+ and Early Years+

Cancellation or Alteration

If you have to cancel or alter your booking for a Downsend+ or Early Years+ day or a course at short notice, less than 10 working days in advance, we will usually be happy to transfer your booking to another day if space permits, but if not you will be charged the full rate for the session booked. In exceptional circumstances charges may be waived at the discretion of the Leaders of Downsend+ & Early Years+.

Public Liability Insurance

Whilst they are taking part in activities on site or travelling in our minibus, the children are covered by our public liability insurance.

First Aid

Several of our staff are qualified first-aiders and are trained to administer first aid assistance should your child require it. The emergency services will be called if further assistance is needed. Parents should ensure that any special requirements or allergies are notified on the medical section of the application form to ensure that appropriate treatment is given when treating their child.

Medical Conditions and Treatments

Please note that it is a legal requirement under OFSTED guidelines for parents to leave clear, written guidelines and instructions for use with any medicines/inhalers or allergy treatments on arrival each day.

Parents are also required to sign for the receipt of medicines on departure and to sign to acknowledge any treatments administered during the day. This also applies to First Aid treatments.

Data Protection

The school (through the Head, as the person responsible) may, in accordance with the Provisions of the Data Protection Act 1998 obtain, process and hold personal information about your child, including sensitive information such as medical details, in order to safeguard and promote the welfare of the child. The school may contact you from time to time for the purpose of providing information about Downsend+ & Early Years+ and its activities. Unless we are informed in writing otherwise, all correspondence, including booking confirmation & invoice, will be sent to the email address provided on the contact form.

Photography

During the activity scheme, some photographs may be taken which may be used in future publications including our website, and social media sites including Instagram and Facebook. If you do NOT wish your child's image to be used in this way, please let us know. Please note that full names will not be used in any publicity adjacent to photographs of children.

Drop Off and Collection Arrangements

The core hours for Early Years+ & Downsend+ are 9.00am to 4.00pm. According to bubble arrangements, the drop off and collection times may be staggered to allow social distancing between bubbles at these times of day. If the drop off and pick up times are altered for your child, you will be informed in the week before they are due to attend. We would aim to keep times the same for any children attending across weeks, but it all depends on how the bubbles are formed from week to week so we cannot guarantee this. We will make arrangements for siblings to be dropped off at the same time.

Early Drop Off and Late Pick Up/Tea

Early drop off is at 8.00am for a daily fixed additional charge and must be booked in advance. Late pick up/tea is from 4.00pm to 5.30pm with a collection time of 5.30pm for a daily fixed additional charge and must be booked in advance. **Please note that DownsendPlus at main site are not able to offer a late finish on Fridays.** Drop off and collection will be via the main entrance/exit for all children using this facility. If you need to drop off/collect outside of the drop/off collection time for Downsend+ please call 07909 861 280. If you need to drop off/collect outside of the drop off/collection time for Early Years+ please call 07899 011275. Exclusion We reserve the right to exclude or refuse any child prior to or during the holiday if in our opinion the presence of that child is incompatible with the wellbeing of others on the scheme. Bullying and poor behaviour will be dealt with appropriately as soon as it is reported. Any additional cost incurred by Downsend+ or Early Years+ as a result of any exclusion or refusal, including damage or transport home, will be borne by parents or guardians and no refund will be made.

Complaint Procedure

Downsend+ & Early Years+ will do everything in its power to provide the best possible standard of care and service at all times. If however you are not satisfied with the service that you or your child have received, please contact the Leaders of Downsend+, Rebecca Peek, on 01372 385403 or 07909 861280 or Early Years+ Carolyn Potter on 07899 011275.

Suitability of Provision

If your child attends a school other than Downsend, we reserve the right to withdraw the booking and offer a refund for the remaining days if we feel we are not a suitable environment for your child.