

# TERMS AND CONDITIONS

- The scheme is for ages 6-13 years old
- The sessions run from 10am-3pm Monday to Friday during Derbyshire school holidays (excluding Bank Holidays)
- The cost is free for 365 members, otherwise it is £12 per day per person
- Registration must be done in person at our reception and only immediate family (parents, siblings (aged 18+), grandparents, guardians) can book children onto the course and give consent to them taking part in activities.
- There is a limit of 80 participants allowed on Monday, Tuesday and Thursday and 60 participants on Wednesday and Friday as we have other activities taking place in the sports hall.
- Any places that are cancelled are to be charged at £5. This includes swapping days and for illness.
- The charge is £5 per child per day- so if you wish to cancel 2 children off 3 days the charge will be £30.
- If your child does not show up on the day and you have not cancelled their place following the proper channels there will be a charge for a no-show of £5 per place. If you are a member or have a child on our swimming lessons then this charge will be added to your Direct Debit payments. This charge will remain on the account and no further school holiday programme bookings will be accepted until this is paid.
- If not paid by the next Holiday Club booking then they will not be allowed to book.
- If you wish to cancel a place you have booked please give us 24 hours notice. Please telephone 01246 242 365 to cancel a place and leave a message on the answer phone if there are no staff available.
- Please note cancellations will not be accepted via social media.
- Cancellations can be made at reception or by calling 01246 242365. Please leave a message on the answer phone if there are no staff available.
- If cancelling for illness, any further bookings that week can be cancelled at no further charge.
- Management holds the right to cancel any bookings where they feel the system is being abused by customers.
- Non-members will lose their £12 payment if they fail to cancel their place.
- Children can be dropped off at the facility from 9:50 am in the morning. Any earlier than this and we cannot be held responsible for your child.
- If your child has not been picked up by 3:10pm there will be a late pick up fee of £5 charged. This will be added the same way as a cancellation fee.
- Children should be picked up by a parent/guardian or can make their own way home if this has been identified on the consent form.
- The Centre Managers decision is final and only they can rule on exceptional circumstances.
- We will communicate the opening dates for registration three-weeks in advance. No bookings will be taken before this time.

## Using your personal information

For information on how we use personal information please go to our privacy statement on our website [www.bolsover.gov.uk](http://www.bolsover.gov.uk)

