



Small Stars - Terms and Conditions - Holiday Camps

* By registering your child onto a Small Stars Course you acknowledge and agree to our Terms and Conditions + COVID-19 Procedures *

1) Our Definitions -

- **Child** - means the individual enrolled on the Small Stars holiday club, whose details are specified by the Parent/ Carer/ Guardian on the booking and registration form.
- **Coach** - means the individual appointed to teach the sessions run by Small Stars. All coaches will be trained to deliver the Small Stars sessions to a high standard.
- **Fees** - the payment made for a Small Stars holiday club.
- **Sessions** - means the club delivered by Small Stars. Each club will have a date and time assigned.
- **Booking and Registration Form** - means the method of booking your child/ren onto a Small Stars holiday club.
- **Courses** - means the block of sessions your child/ren will be attending and is enrolled on.
- **Venue** - means the location where the Small Stars holiday club will take place.
- **Parent/ Carer/ Guardian** - means the person who is responsible for giving the correct information when booking a child onto a Small Stars holiday club and is responsible for the payment of fees.
- **Small Stars** - means the company you have entered into a contract with to run the holiday club.

2) Fees, Payment and Discounts -

- All holiday courses must be paid for in full when the booking is made and prior to the course starting.
- We are unable to honour periods of absence, e.g. sickness that coincides with your child's booked course. Overheads relating to each child need to be covered regardless of attendance.
- The Fee is non-refundable under any circumstances, unless in regards a child attending their very first holiday club and the child has attended the first session of this course and has given notice that they will not be continuing to attend further sessions by midnight of the date of the first session, in which case the remaining course fees will be refunded.

3) Cancellation -

- Small Stars may cancel this contract at any time before the child starts the holiday camp for any reason. Small Stars shall not be liable for any loss or damage whatsoever arising from such cancellation.
- In the event of cancellation by Small Stars prior to starting the holiday camp, Small Stars will refund any fees for outstanding sessions.
- Small Stars reserve the right to change the time, venue and activity available for the booked holiday camp and will inform the parent/ carer/ guardian of any such changes as soon as is possible.
- In the event of a school closure during the holiday camp (for any reason), Small Stars are unable to refund any fees for missed sessions.

4) Parent/Carer/Guardian Responsibility -

- To provide Small Stars with all information regarding contact information, the medical condition, special/ behavioural needs of the child.
- Not to allow their child suffering from illness or contagious disease to attend a Small Stars holiday camp. 48 hours should have passed after

sickness and/or diarrhea before attending a Small Stars Course. For all other, seek advice from your doctor. Also refer to COVID-19 procedures.

- To provide Small Stars with correct and up to date information at the time of registering and immediately let Small Stars know of any changes to this information during the time of the booked holiday camp.
- Not to leave their child unattended at the venue before/after a Small Stars holiday camp.
- To accept responsibility for their child at all times before/after a Small Stars holiday camp.
- Small Stars shall not be responsible for the loss, damage or injury sustained by the Parent / Carer/ Guardian and/or attendee due to wrong actions/malpractice of the individual. Any claim made against Small Stars or its employees must be brought within 7 days of the event that gave rise to such claim. Any claim made thereafter shall be time-barred.
- In the event that Small Stars decides the behaviour of the child and/ or the Parent/Carer/Guardian to be unacceptable, Small Stars shall be permitted to exclude the child and the Parent/ Carer / Guardian (or either of them) from the booked holiday camp and venue permanently or for such a time as Small Stars shall (in its discretion) decide.
- The standard of behaviour which is regarded as unacceptable at a session or in the venue shall be determined by Small Stars.

General -

- All Small Stars coaches will be DBS checked and all sessions covered by Public Liability Insurance.
- Small Stars does not accept responsibility for the service of documents sent by post, email or text.
- These terms and conditions are binding between Small Stars and the Parent/ Carer/ Guardian.
- Terms & Conditions are subject to change and a copy can be requested by the Parent / Carer / Guardian

Complaints -

- In the unlikely event that you or your child is dissatisfied with the service we provide then please in the first instance raise it with the Activity Professional on the Activity. He/she will deal with the problem in accordingly.
- If the problem is not resolved to your satisfaction then please write to our team at admin@smallstarsgroup.com within 7 days of your child's attendance at the activity. We will acknowledge receipt of this within 7 days and investigate the matter within 28 days of receipt.
- We take your views and complaints very seriously and will endeavour to resolve your complaint as quickly as possible.
- Making a complaint to Ofsted - any parent or carer can submit a complaint to Ofsted about Small Stars at any time. Ofsted will consider and investigate all complaints.

Ofsted's address is: Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

Telephone: 0300 123 1231 (general enquiries) 0300 123 4666 (complaints)