



Buzzers Academies

~ Booking Terms & Conditions ~

- 1) All Buzzers Academies staff have an **Enhanced DBS** check undertaken every 3 years and are regularly trained in **Pediatric First Aid** and **Safeguarding & Protecting Children**. All Buzzers Academies staff have the requisite skills, knowledge, qualifications and experience to work in a sports, education and childcare setting.
- 2) We only accept online bookings. This is the most efficient and safe way of making a booking and ensures that all child and parent details are recorded. We use *Class4Kids* for our online bookings. Class4Kids are an industry-leading booking and management software.
- 3) On completion of your **online booking** (via <https://buzzers-academies.class4kids.co.uk>), you will receive an automated *booking confirmation* email and your child's name will be added to the relevant Buzzers Club or Camp register. If you make payment at the time of making your booking, a *payment confirmation* email will also be sent to you. No additional communication will be made to confirm your booking. If you are unsure as to whether your online booking has been received, please email (for Clubs) clubs@buzzers.org.uk or (for Camps) camps@buzzers.org.uk.
- 4) **Payment** can be made by either:
 - Debit/Credit Card
 - Direct Bank Transfer
 - Childcare Vouchers
 - Cash (*paid directly to our office only*)

We do not accept payment over the phone or direct payment at our venues (except for our Buzzers Camp 'Special Events', which is cash payment only).

If paying by Childcare Vouchers, please follow the instructions at the bottom of these Terms & Conditions (point 28).

LATE PAYMENTS FOR CAMPS: If your BUZZERS booking remains unpaid by the last day of the Camp period, a '*Late Payment*' fee will be added to your booking (your Class4Kids account). Fees will be applied as follows –

- Booking unpaid for 1 to 3 days: **£15** late payment fee added
- Booking unpaid for 4 to 7 days: **£25** late payment fee added
- Booking unpaid for over 7 days: **£25 + £5 per day until full payment received**

For *Childcare Voucher* payments made after the Club/Camp end date, proof of payment will be required i.e. a screenshot of your childcare voucher account, in order for your 'late payment' fee to be stopped or frozen on a particular amount.

BUZZERS ACADEMIES LTD

e: info@buzzers.org.uk w: www.buzzersacademies.co.uk

Ofsted Registration: EY2781195 Company number: 15284435

Registered address: The Beechwood Centre, Unit 6, 40 Lower Gravel Road, Bromley, Kent, BR2 8GP

- 5) **Cancellations, Transfers & Refunds** - To cancel a booking, you must notify Buzzers Academies by emailing (for Clubs) clubs@buzzers.org.uk or (for Camps) camps@buzzers.org.uk, prior to the Club/Camp date that you have booked for. Failure to do so may result in you being refused a refund.
- You will receive a 50% refund for cancellations made on pre-paid bookings, which are cancelled with at least 5 full days' notice. This is to ensure that unwanted places are offered to other children with enough notice time.
 - Cancellations made with *less than 5 full days' notice* prior to your booking scheduled attendance date, will not be entitled to a refund.
 - Cancellation by parents/guardians due to poor weather, illness or personal reasons, will not be refunded.
 - Cancellation by Buzzers Academies due to poor weather will be refunded.
 - Bookings paid for using Childcare Vouchers cannot be refunded.
 - Cancellations due to changes in Covid-19 government guidelines will not be refunded.
 - Credits will not be offered for cancelled or amended bookings, but should you wish to TRANSFER your booking on to a date within the same club term/camp period, this is done free of charge (if Buzzers Academies are given 24-hours' notice of your transfer request i.e. 24-hours within the date that you wish to transfer).
- 6) Please note that refunds cannot be made for bookings that have been paid for using Childcare Vouchers. In some circumstances, you may be able to request a refund directly from your Childcare Voucher provider, or you may be able to stop a payment before it reaches us. Once payment has been received, we are only able to offer you a CREDIT (as per the above instructions).
- 7) Buzzers Academies reserve the right to **refuse** or **exclude** any child at any time prior to or during a Club or Camp if, in their opinion, that person is incompatible with the general wellbeing and safe running of the Club/Camp. In this instance, no refund will be given, and any costs incurred, including any damages, will be passed onto the parents/guardians who will also be responsible for the collection of their child from the Club/Camp. We pride ourselves on the quality of our staff and our PE teaching backgrounds, which in turn has led us to work with children with Special Educational Needs & Disability (SEND), including those with challenging behaviour. Buzzers Academies always aim to be fully inclusive. Removal from one of our Clubs/Camps is our last resort and wherever possible, we will work with parents/guardians to resolve any issues prior to taking the above action.
- 8) Booking and payment **questions** and **queries** are to be made directly to (for Clubs) clubs@buzzers.org.uk or (for Camps) camps@buzzers.org.uk, or **07389 877 211**. Please do not direct any payment or booking queries/questions to our on-site Club/Camp staff.
- 9) When children are booked on to and attend a Club/Camp, it is assumed that consent has been given for them to participate in our activities by their **parent/guardian**.

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- 10) Buzzers Academies do not accept any liability for the **loss or damage** of any property belonging to children attending our Clubs/Camp. Buzzers Academies strongly advise that no personal belongings, other than lunch and clothing, are brought to a Club/Camp. **All clothing, lunch equipment and other personal possessions should be clearly named.**
- 11) For any damage caused by a child whilst at a Buzzers Academies Club/Camp, which leads to financial repairs, the parent/guardian will be responsible for 100% of the cost.
- 12) **Children should wear** appropriate comfortable sports clothing to all Clubs/Camp. Buzzers Academies strongly advise that outdoor/waterproof clothing is also brought to every Club/Camp, regardless of the time of year.
- 13) Any **lost property** not claimed within 7 days, will be discarded.
- 14) Parents/guardians are responsible for providing suitable **sun protection** for their children when the weather is fine/forecast to be fine. This includes a t-shirt covering their shoulders, a sun hat and sunscreen with an appropriate sun protection factor in it. Parents/guardians must ensure children have had sunscreen applied before they arrive to the Club/Camp and that their children are able to re-apply during the day if necessary. Staff can verbally assist children in the application of sunscreen but are unable to physically apply it for them. Our full 'Sun Protection Policy' is available for you to read at each of our Camp venues and on our website (<https://www.buzzersacademies.co.uk/policies>)
- 15) Parents/guardians are responsible for providing a suitable **lunch, snacks, and drinks** for their children when they attend a Buzzers Camp. We ask that they also bring a **refillable water bottle. Please note that all Buzzers Academies Club/Camp venues are NUT-FREE due to some attendees having severe allergies, and to comply with school-based venue policies. We also ask that lunches are appropriate for the age of the child i.e. no choking sized foods (grapes, blueberries etc.)**
- 16) It is the responsibility of parents/guardians to inform Buzzers Academies staff of any **medical, behavioral, or special needs** for their child at the time of booking. We are an inclusive organisation and will endeavor to cater for every child's needs. We can only do this, however, if we are fully informed of their needs and requirements in advance of their attendance to our Club/Camp. All medical information should be added to your Class4Kids account.
- 17) All children attending Buzzers Academies Camps must be able to **toilet** independently and be continent. We understand that accidents happen, but regular wetting/soiling is embarrassing for the child, and time-consuming for staff to deal with. If you suspect an accident may happen, please pack spare clothes and underwear for your child, and inform the Camp 'lead' tutor on arrival.
- 18) Parents/carers are advised that **dropping off** their child(ren) before the Buzzers Camp 'Extended Day' hours will not be accepted. Our insurance and venue lettings agreements do not permit us to allow children on site outside of our working hours. Parents/guardians should remain with their children until the Camp start time of **8.30am**. Children dropped off before 8.30am will not be allowed on site unless supervised by their parent/guardian.

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- 19) For children booked on to the Buzzers 'Academy Day' who are dropped off before 10am, parents/guardians will be charged the 'Extended Day' hour rates. This additional fee will be added to their Class4Kids account and an invoice will be raised.
- 20) All children are required to **sign in and out** of each day when attending a Buzzers Camp i.e. please be visible as you arrive to the Camp and inform our staff that you have arrived so that we can mark them on our electronic register. At some of our Camp venues, there may be a waiting time of up to 15 minutes when queuing for registration. This is due to the high number of attendees and our safeguarding policy. Our staff will endeavor to register all children as quickly and efficiently as possible, but the safety and wellbeing of every child arriving is always our number one priority, hence the slight waiting time. Parents/guardians **MUST** escort their child(ren) to the Buzzers Camp entrance and be present when signing in. Buzzers Academies only have duty of care of your child(ren) once they are signed in. We strongly advise that children are not dropped off at the venue car park or school gates and left to walk in unassisted.
- 21) **At the end of each Club/Camp day**, parents/guardians must notify the 'lead' tutor on arrival that they are taking their child(ren), so that they can be signed out accordingly. Parents/guardians must be visible to our staff before we allow children to leave the Club/Camp premises i.e. parents/guardians should not wait for their children in their vehicles or outside of the school gates.
- 22) To notify us that **another person** other than those mentioned on your booking form are collecting your child(ren), please email (for Clubs) clubs@buzzers.org.uk or (for Camps) camps@buzzers.org.uk, or verbally inform the 'lead' tutor at the Club/Camp.
- 23) If you give permission for your child(ren) to **travel home on their own** (without an authorised adult), then you must give us written permission, emailed to (for Clubs) clubs@buzzers.org.uk or (for Camps) camps@buzzers.org.uk, prior to the relevant day. Without **SIGNED** written permission from a parent/guardian, we will not allow your child(ren) to leave the Club/Camp premises. Telephone, text, and WhatsApp permission will not be accepted.
- 24) For any **children uncollected** after the scheduled finish time of a Club/Camp, without communication from a parent/carer, the following actions will be applied:
- For non-collection for the 'Camp Day' Camp hours (maximum 15 minutes waiting time), you will be charged for the 'Extended Day' service on arrival (to be paid on the same day). This additional fee will also be added to your Class4Kids account.
 - For non-collection after the 'Extended Day' Camp hours, or Club finish time, parents/carers and any emergency contacts detailed on your Class4kids account will be telephoned. Our staff will stay with your child(ren) until an authorised adult arrives to collect them. On arrival, you (or the authorised adult) will be charged £5 for the first 15 minutes of lateness and then £10 per 15 minutes after that (to a maximum of 1 additional hour after the scheduled finish time).
 - If we fail to make communication with any of your emergency contacts and your child(ren) have not been collected 1 hour after the end of the Club/Camp Day scheduled finish time, Social Services and/or the local police will be contacted. At this point, the responsibility of your child(ren) (duty of care) will no longer be that of Buzzers Academies.

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- Failure to notify Buzzers Academies of your lateness may result in additional administration, venue hire and staff fees. You will be notified of this in writing and the fee must be paid in full before you will be allowed to re-book on to one of our Buzzers Academies Clubs/Camps.
- Consistent lateness may result in your remaining Club/Camp booking dates being terminated. If this does occur, you will be given a full refund for any remaining dates, minus a £25 'administration fee'.

25) Should you have any **concerns** regarding your child's time at any of our Clubs/Camps, please in the first instance email (for Clubs) clubs@buzzers.org.uk or (for Camps) camps@buzzers.org.uk. Your concerns will be investigated and responded to as quickly as possible. If you are not completely satisfied with the action taken and/or reply given, please contact the company Managing Director (**Matt Walker**) on **07930 397 185** or matt.walker@buzzers.org.uk, explaining why you are not satisfied, and your complaint will be investigated further.

26) The **personal information** requested on our Class4kids booking form is required to allow our employees to provide professional term-time Clubs and school holiday Camps. This information will not be divulged to persons unconnected with Buzzers Academies. It is the parent's/guardian's responsibility to update Buzzers Academies with any changes in personal information including home address, email address, contact telephone numbers and medical information for their child(ren). Buzzers Academies and Class4kids both use systems that are fully GDPR compliant.

27) **Receipts** and **Childcare Declaration Forms** can be requested for *Child Tax Credit* purposes. These will incur an administration fee of £10 (part year receipt) and £15 (full year receipt).

28) **Childcare Vouchers**

If paying by Childcare Vouchers, please see the list below for all providers that we are registered with and able to accept payment from -

- | | |
|---------------------------------|------------------------------------|
| • Busy Bees (Bravo Benefits) | • Fideliti |
| • Caboodle | • Gemelli |
| • Care4 | • Kiddivouchers |
| • CCG | • My Family Care |
| • Childcare Voucher Solutions | • Rascals |
| • Cooperative Flexible Benefits | • RG Childcare |
| • Computershare | • Sodexo |
| • Edenred | • You At Work |
| • Enjoy Benefits | • HMRC Tax Free Childcare * |
| • Faircare | |

*** We accept Government vouchers (HMRC Tax Free vouchers)**, but we do need your **unique reference** number to be able to match your payment to your booking. Please email this reference number to info@buzzers.org.uk as soon as you have made your payment.

In order to make a Childcare Voucher payment, you will need a unique code/reference number which is specific to the individual provider. Please email info@buzzers.org.uk to request a copy of our provider references and for full details on making your payment.

This policy was reviewed and/or updated on 13th March 2024

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