Buzzers Academies

Booking Terms & Conditions

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BUZZERS ACADEMIES LTD
e: info@buzzers.org.uk **w:** www.buzzersacademies.co.uk
Ofsted Registration: 2781195 **Company number:** 15284435

Buzzers Academies

Booking Terms & Conditions

(Camps & Clubs)

1) The Club/Camp that you have booked your child on will be run by Buzzers Academies staff only. All Buzzers Academies staff have an **Enhanced DBS** check undertaken every 3 years and are regularly trained in **Paediatric 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 way of making a booking and ensures that all child and parent details are recorded securely and correctly. We use ***Pebble*** for our online bookings. *Pebble* are an industry-leading booking and payment management software. We also use ***PonchoPay*** to manage our Childcare Voucher and Tax-Free Childcare payments.

3) When you set up your free ***Pebble*** account, you will be asked to add your debit/credit card details. This is purely to protect unpaid bookings that have been declared as being paid by childcare vouchers. Parents/guardians have 14 days (from the date of making their booking) to make their childcare voucher payment. Failure to do so will result in their bank card being charged for the full booking value (via the ***PonchoPay*** system). A parent/guardian's bank card will never be charged by Buzzers Academies before the 14-day payment window has passed.

4) On completion of your **online booking** (via https://www.buzzersacademies.co.uk/camps), you will receive an automated *booking confirmation* email (via the Pebble system) and your child's name will be added to the relevant Buzzers Club/Camp register. You will also receive automated reminder emails (via the Pebble system) to confirm your booking and to welcome you to the upcoming Club/Camp. If you are unsure as to whether your online booking has been received or has been successful, please email (for Clubs) clubs@buzzers.org.uk or (for Camps) camps@buzzers.org.uk.

5) **Payment** for your booking can be made by either:

   - Debit/Credit Card
   - Childcare Vouchers
   - Tax-Free Childcare system (TFC)
   - Bright Horizons
   - My Family Care

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 note point 3 of these terms and conditions, and follow the instructions in point 29.

LATE PAYMENTS FOR CAMPS: If your Buzzers booking remains unpaid 14 days after the start of Camp, Buzzers Academies will initiate a request to manually debit the overdue payment from the card details stored on your *Pebble/PonchoPay* account.

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6) **Cancellations, Transfers & Refunds** –
To cancel a booking, please email Buzzers Academies before your booked session:

Clubs: clubs@buzzers.org.uk
Camps: camps@buzzers.org.uk

Before the Club/Camp starts *(first date of Club/Camp period, not first date of attendance)*

- **5 or more full days' notice:** 90% refund
- **Less than 5 full days' notice:** 50% refund

After the Club/Camp has started *(first date of Club/Camp period, not first date of attendance)*

- **5 or more full days' notice:** 50% refund
- **Less than 5 full days' notice:** No refund

Other important information -

- Cancellations due to illness, bad weather or personal reasons will not be refunded when requested by parents/guardians.
- If Buzzers Academies cancels a Club/Camp, a full refund will be provided.
- If Buzzers Academies cancels due to bad weather, a full refund will be provided.
- Account credit will not be offered for cancelled or amended bookings.
- You can transfer your booking to another date within the same Club term or Camp period free of charge.

7) Childcare Vouchers -
Bookings paid for using Childcare Vouchers (including Tax-Free Childcare) cannot be refunded directly by Buzzers Academies.

You may be able to request a refund from your voucher provider or stop/suspend a payment before it reaches us.

Once payment has been received, we can only offer account credit (onto your Pebble account).

If Buzzers Academies cancels a Club/Camp, the Childcare Voucher payment will be fully refunded by bank transfer.

8) Buzzers Academies reserve the right to **refuse** or **exclude** any child at any time prior to or during a Club/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 damage, will be passed onto the parents/guardians who will also be responsible for the collection of their children 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 actions.

9) 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.

10) 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 **parents/guardians**.

11) 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.**

12) For any damage caused by a child whilst at a Buzzers Academies Club/Camp, which leads to financial repairs, the parents/guardians will be responsible for 100% of the cost.

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13) **Children should wear** appropriate comfortable sports clothing for all Clubs/Camps. Buzzers Academies strongly advise that outdoor/waterproof clothing is also brought to every Club/Camp, regardless of the time of year.

14) Any **lost property** not claimed within 7 days from the final Club/Camp day will be discarded.

15) 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 which covers 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 a Buzzers 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 is also downloadable from our website (https://www.buzzersacademies.co.uk/policies)

16) Parents/guardians are responsible for providing suitable **lunch**, **snacks**, and **drinks** for their children when they attend a Buzzers Camp. We also ask that children have a **refillable water bottle (named)**. **Please note that all Buzzers Academies Club/Camp venues are NUT-FREE due to some attendees having severe allergies and complying 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.)**

17) 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 making the booking and when arriving to a Camp for the first time. 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 at our Club/Camp. All medical information should be added to your *Pebble* account.

18) 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. Regular toilet accidents may result in parents/guardians being contacted asking for their child to be collected from the Camp. In line with our Safeguarding Policy, Buzzers Academies staff are not permitted to physically change the clothes of a child that has had a toilet accident. Staff will instead verbally support the child in getting themselves changed (in a safe and private area of the Camp). Similarly, staff cannot clean up a child after a toilet incident. Instead, they will verbally support the child to clean themselves.

19) Parents/guardians 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 operating 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.

20) For children booked on to the standard '*Camp 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 *Pebble* account and an invoice raised accordingly.

21) Parents/guardians are required to **sign in and out** their child(ren) every day that they attend a Buzzers Camp i.e. please be visible as you arrive at 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 10 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 at the Camp 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 the 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.

22) **At the end of each Club/Camp day** and on arrival at the Club/Camp, parents/guardians must notify the 'lead' coach 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.

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23) To notify us that **another person** (other than those mentioned on your booking form) is collecting your child(ren), please email (for Clubs) clubs@buzzers.org.uk or (for Camps) camps@buzzers.org.uk, or verbally inform the 'lead' coach at the Club/Camp when you sign in that morning.

24) 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.

25) For any **children uncollected** after the scheduled finish time of a Club/Camp, without communication from a parent/guardian, the following actions will be applied:

- For non-collection for the standard 'Camp Day' hours (maximum 15 minutes waiting time), you will be charged for the 'Extended Day' service (to be paid on the same day). This additional fee will be invoiced to you via the *Pebble* system.

- For non-collection after the 'Extended Day' Camp hours, or Club finish time, parents/guardians and any emergency contacts detailed on your *Pebble* 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 Club/Camp time).

- If we fail to make communication with any of your emergency contacts and your child(ren) has not been collected 1-hour after the end of the Club/Camp scheduled finish time, Social Services and/or the local Police will be contacted. At this point, the responsibility of your child(ren) i.e. duty of care, will no longer be that of Buzzers Academies.

- Failure to notify Buzzers Academies of your lateness may result in additional administration, venue hire, and staffing 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. Any such fees will be invoiced to you via the *Pebble* system.

- 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'.

26) 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.

27) The **personal information** requested on our *Pebble* 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 *Pebble* both use systems that are fully GDPR compliant.

28) **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).

29) **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)
- Caboodle

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- Care4
- CCG
- Childcare Voucher Solutions
- Cooperative Flexible Benefits
- Computershare
- Edenred
- Enjoy Benefits
- Faircare
- Fideliti
- Gemelli
- Kiddivouchers
- My Family Care
- Rascals
- RG Childcare
- Sodexo
- You At Work
- Bright Horizons
- My Family Care
- Tax-Free Childcare

When you make a booking (via the Pebble system) using any of the above childcare voucher providers, you must select **PONCHOPAY** at the payment scree. You will then be asked to select your payment provider. At this point, your booking is complete, but with an outstanding balance. Once your childcare voucher payment has been made, PonchoPay will merge the payment on to the Pebble system, and your booking account will be updated accordingly.

Failure to make your childcare voucher payment within 14 days of your booking date will result in your debit/credit card (the one you set up your Pebble account with) being charged for the full amount of your booking total. Once this has happened, we are unable to refund you. Once your bank card has been charged, your booking is confirmed.

When making 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 Childcare Voucher payment.

This policy was reviewed and/or updated on 20/10/2026

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Buzzers Academies

Booking Terms & Conditions

(Wraparound Care)

ABOUT BUZZERS

Our Buzzers Academies Wraparound Care clubs aim to offer children **active**, **inclusive** and **fun** provision for children of all physical abilities and sporting interests. We aim to support both the physical and mental development of every child in attendance, using structured and engaging sports sessions, indoor activities, and team games.

The Wraparound Care club that you have booked your child on to will be run by Buzzers Academies staff only. All Buzzers Academies staff have an Enhanced DBS check undertaken every 3 years and are regularly trained in Paediatric 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.

What is PEBBLE and why do Buzzers Academies use it?

Pebble is an industry-leading booking and payment management software which Buzzers Academies uses for all club and camp bookings. For full details on Pebble, please visit their website - https://bookpebble.co.uk/.

The personal information requested on our Pebble booking form is required to ensure that our staff have all relevant medical, SEND and parent/guardian details to hand should they require it. 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 Pebble both use systems that are fully GDPR compliant. By using the Pebble system, Buzzers Academies staff will have access to an accurate record of all children registered to the club and the sessions that they attend. The Pebble system is also used to record daily attendances and absences.

Bookings

We only accept bookings made via the *Pebble* system. This is the most efficient way of making a booking and ensures that all child and parent details are recorded securely and correctly. We also use *PonchoPay* to manage our Childcare Voucher, Tax-Free Childcare (TFC) and Bright Horizons payments.

When you set up your free Pebble account, you will be asked to add your debit/credit card details. This is purely to protect unpaid bookings that have been declared as being paid by childcare vouchers. Parents/guardians have 14 days (from the date of making their booking) to make their childcare voucher payment. Failure to do so will result in their bank card being charged for the full booking value (via the PonchoPay system). The customer's bank card will never be charged by Buzzers Academies before the 14-day payment window has passed.

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Bookings can be made for full-terms, full weeks, full months, reoccurring days, and individual days; giving our parent customers a flexible booking option. Bookings can be made in advance or up to the official start time of the club session that you wish to book for.

On completion of your online booking (via https://www.buzzersacademies.co.uk/wraparound), you will receive an automated booking confirmation email (via the Pebble system) and your child's name will be added to the relevant register. You will also receive automated reminder emails (via the Pebble system) to confirm your booking and to welcome you to upcoming sessions. If you are unsure as to whether your online booking has been received or has been successful, please email clubs@buzzers.org.uk.

Review of Fees

Our club costs will be reviewed every academic year, ensuring that we are offering our parents fair and affordable childcare. The school's SLT will be consulted during any discussions around fees. Our current fees are detailed on the website.

Payment Options

Payment for your Wraparound Care club booking can be made by either:

- Debit/Credit Card
- Childcare Vouchers
- Tax-Free Childcare system (TFC)
- Bright Horizons

We do not accept payment over the phone or direct payment at our venues.

If paying by Childcare Vouchers, visit https://www.buzzersacademies.co.uk/payment-options

Receipts

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).

Late Payments

If your Buzzers booking remains unpaid 14 days after your child's first session date, Buzzers Academies will initiate a request to manually debit the overdue payment from the card details stored on your Pebble/PonchoPay account.

Cancellations, Refunds, Credits & Transfers

To CANCEL a booking, you must notify Buzzers Academies by emailing clubs@buzzers.org.uk prior to the session date that you wish to cancel. Failure to do so may result in you being refused a refund.

You will receive a 50% REFUND for cancellations made on bookings which are cancelled with a minimum of 3 full days' notice. This is to ensure that unwanted places are offered to other children with enough notice time.

Cancellations made with less than 3 full days' notice prior to your booking scheduled attendance date, will not be entitled to a refund.

Bookings cancelled by parents/guardians due to poor weather, doctors/hospital appointments, holidays, or personal reasons, will *not* be refunded.

Bookings cancelled by parents/guardians due to their child not being present at school that day due to illness, will be offered either a 25% refund or 50% credit.

CREDIT will not be offered for cancelled or amended bookings, but should you wish to TRANSFER your booking to a date within the same school term, this is done free of charge.
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/suspend a payment before it reaches us. Once payment has been received, we are only able to offer you CREDIT on your account.

Buzzers Academies reserve the right to refuse or exclude any child at any time prior to or during a Club/Camp if, in their opinion, that person is incompatible with the general wellbeing and safe running of the club. 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. 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 is our last resort and wherever possible, we will work with parents/guardians to resolve any issues prior to taking the above actions.

Booking and payment questions and queries are to be made directly to clubs@buzzers.org.uk or 07389 877 211. Please do not direct any payment or booking queries/questions to our on-site club staff.

Liability

By booking and attending the Wraparound Care club, parents/guardians are deemed to have given consent for their child to take part in our activities. If a parent/guardian has any questions regarding the type of activities on offer at our club, please contact clubs@buzzers.org.uk.

Buzzers Academies do not accept any liability for the loss or damage of any property belonging to children attending our club. Buzzers Academies strongly advise that no personal belongings, other than snacks and clothing, are brought to the club. All clothing, food storage and other personal possessions should be clearly named.

For any damage caused by a child whilst at a Buzzers Academies club, which leads to financial repairs, the parents/guardians will be responsible for 100% of the cost.

What to Wear

Children are advised to wear their school PE kit to the club, as keeping their school uniform on may prevent them participating in certain activities. Buzzers Academies strongly advise that outdoor/waterproof clothing is also brought to every day of the club, regardless of the time of year.

Any lost property not claimed within 7 days from the last day of each term, will be discarded.

Sun Protection

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 which covers 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 a Buzzers 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 is also downloadable from our website (https://www.buzzersacademies.co.uk/policies).

Food & Drink

Although cold food/snacks are provided at the club, parents/guardians are welcome to supply their children with healthy snacks to replace/supplement what we offer. The focus of our club is around physical play and not the food, hence only a snack will be provided during club hours. We also ask that children have a refillable water bottle (named). Please note that all Buzzers Academies clubs are NUT-FREE due to some attendees having

severe allergies, and to comply with school-based venue policies. We also ask that any food/snacks provided are appropriate for the age of the child, i.e. no choking-sized foods (grapes, blueberries etc.)

Child Needs & Requirements

It is the responsibility of parents/guardians to inform Buzzers Academies staff of any medical, behavioural, or special needs for their child at the time of making the booking and when arriving to the club for the first time. We are an inclusive organisation and will endeavour 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 at our club. In addition to informing our staff, all medical information should also be added to your Pebble account.

All children attending a Buzzers Academies club 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 club staff on arrival. Regular toilet accidents may result in parents/guardians being contacted asking for their child to be collected from the club. In line with our Safeguarding Policy, Buzzers Academies staff are not permitted to physically change the clothes of a child that has had a toilet accident. Staff will instead verbally support the child in getting themselves changed (in a safe and private area of the school). Similarly, staff cannot clean up a child after a toilet incident. Instead, they will verbally support the child to clean themselves.

Administration of Medicines

If a child needs to be administered medicine during their time at our club, either a 'Self-Medicating Permission Form' or a 'Not Self-Medicating Permission Form' must be completed by the child's parent/guardian and either handed to a member of our team or emailed to clubs@buzzers.org.uk. A hardcopy of these forms will be available at the club, or alternatively they can be downloaded from the 'policies' section of our website.

Admissions & Waiting List

The availability of places at the club can be ascertained by checking the online booking form (Pebble). Places and sessions at the club are offered on a 'first-come, first-served' basis. Bookings are only fully confirmed once payment has been made. Once all places have been taken, a waiting list will replace the standard booking form. Parents are advised to add their child's name to the waiting list in order to gain information on if/when a place will be available. Additional places will be offered to children on the waiting list in order of the date/time that the booking was made.

Arrivals & Departures

On arrival to the ***BEFORE-SCHOOL CLUB***, our staff will sign the children in on the register and integrate them into the full group activity. Where a child has not been registered for a session before the official club start time i.e. there is no booking for them on our Pebble system, the child will be manually added to the register, and an invoice will be created for the relevant fee (payment due the same day). For any children that are registered but do not attend, their parent/guardian will be contacted to check on their whereabouts. If no contact can be made, or if the child is no longer going to attend that day, they will be marked as 'absent' and the fee for the session will remain. Parents/guardians are advised that dropping off their child(ren) before the Before School Club hours will not be accepted. Our insurance and venue lettings agreements do not permit us to allow children on site outside of our operating hours. Parents/guardians should remain with their children until the club start time. Children dropped off before the official start time will not be allowed on site unless supervised by their parent/guardian.

Parents/guardians are required to sign in their child(ren) every day that they attend the Buzzers Before-School Club i.e. please be visible as you arrive at the club and inform our staff that you have arrived so that we can mark them on our electronic register. Parents/guardians must escort their child(ren) to the club entrance and be present when signing them in. Buzzers Academies only have the 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. Similarly, parents/guardians should be visible and make verbal contact with our staff as they arrive at the club to collect their child(ren) at the end of the day.

On arrival to the ***AFTER-SCHOOL CLUB***, our staff will sign the children in on the register and integrate them into the full group activity. Where a child has not been registered for a session before the official start time i.e. there is no booking for them on our Pebble system, the child will be manually added to the register, and an invoice will be created for the relevant fee (payment due the same day). For any children that are registered but do not attend, firstly their class teacher will be contacted to check if they have been at school that day. If they have, then we will check if they were collected by a parent at the end of the school day. If the child was not present at school that day, and no contact has been made to our staff or to our head office regarding their intention not to attend the club, they will be marked as 'absent' and the fee for the session will remain.

For children attending the ***EXTENDED DAY HOURS***, our staff will mark their presence on the register. Where a child is only booked on to the After-School Club, but they have not been collected by 4.30pm, they will be manually added to the Extended Day Hours register, and an invoice will be created for the relevant fee (payment due the same day). For any children that are registered on to the Extended Day Hours but that are collected at 4.30pm (or before), the fee for the session will remain.

Non-Parent/Guardian Collection of Child

To notify us that another person (other than those mentioned on your Pebble account/booking form) is collecting your child(ren), please email clubs@buzzers.org.uk or verbally inform our staff at the club when you sign in that morning. When a non-parent/guardian is collecting a child, they will be asked for the 'Password' which is stored on the parent/guardian Pebble account. If the 'Password' is not known, the child in question will not be allowed to leave the club. Please ensure that your nominated adult is informed of the 'Password' prior to their arrival to the club. This will avoid a delay in collection.

Walking Home Alone Permission

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 clubs@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 premises. Telephone, text, and WhatsApp permission will not be accepted.

Uncollected Children & Lateness Policy

For any children uncollected after the official finish time of the club, without communication from a parent/guardian, the following actions will be applied:

- For non-collection for the 'After-School Club' hours (maximum 10 minutes waiting time), you will be charged for the 'Extended Day' service (to be paid on the same day). This additional fee will be invoiced to you via the Pebble system.

- For non-collection after the 'Extended Day' hours, parents/guardians and any emergency contacts detailed on your Pebble 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 10 minutes of lateness and then £10 per 15 minutes after that (to a maximum of 1 additional hour after the official club end time).

- If we fail to make communication with any of your emergency contacts and/or your child(ren) has not been collected 1-hour after the end of the official club finish time, *Social Services* and/or the local *Police* will be contacted. At this point, the responsibility of your child(ren) i.e. duty of care, will no longer be that of Buzzers Academies.

Failure to notify Buzzers Academies of your lateness may result in additional administration, venue hire, and staffing 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 the club. Any such fees will be invoiced to you via the Pebble system.

Consistent lateness may result in your remaining club booking dates being terminated. If this does occur, you will be given a full refund for any remaining dates, minus a £25 'administration fee'.

Absences

If a child is going to be absent from a club session, parents must advise Buzzers Academies head office in advance by email, WhatsApp, or phone.

Company Policies

The company's standard policies apply to all aspects of this club. Please click **HERE** to view and read all company policies. We also adhere to the school's own policies and procedures e.g. Safeguarding, First Aid, and Fire Evacuation.

Concerns & Complaints Procedure

Should you have any concerns regarding your child's time at our club, please in the first instance email clubs@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.

This policy was reviewed and/or updated on 20/10/2026