



Terms & Conditions

Bookings

- All bookings must be made through <https://fieldcourt.magicbooking.co.uk/Account/Login>
- All bookings are subject to availability.
- The person making the booking accepts the booking conditions on behalf of the account holder
- I will notify the club before the start of the session if I am collecting my child from school on a day that he/she is booked to attend the club. I understand that I will be charged for the booked session.
- All bookings must be paid for at time of booking unless card instalment plan is selected at time of booking or you are paying by Childcare Vouchers/Tax Free Childcare.
- A late booking fee of £5.00 will be added to your account for bookings made less than three hours prior to the session starting.
- Bookings made in person or via phone (as opposed to the Magic Booking system) will incur a £5 administration fee.

Cancellation Notice and Charges

- We are not able to swap sessions.
- All sessions must be cancelled on the system.
- Any booked sessions which are not attended are still charged.
- Sessions cancelled with less than 7 days' notice are still chargeable.
- All bookings must be made prior to arriving onsite. If you arrive at a site and have not booked your child will not be accepted until a booking is made.
- Credit/Debit Refund requests will incur a £10.00 administration charge.

Payments and Overdue Balances

- Payment can only be made by Credit/Debit card, Childcare Voucher or Tax Free Childcare.
- When paying by Childcare Vouchers or Tax Free Childcare, please use your child's full name as the payment reference.
- Childcare vouchers are non-refundable and non-transferable.
- Field Court Junior School Academy reserve the right to pass any unrecovered fees to an external debt collection agency. Any fees associated with the debt collection will be passed on to the debtor.
- If invoice payments are more than 10 days late the club reserves the right to cancel all future bookings and withdraw the offer of a place to my child, until such times as all debts are settled.
- I understand that if my account is more than £20 in arrears that I will not be able to book additional sessions until the debt is settled.

Late Collection Fees:

A charge of £15 per 15 minutes will be applied to all collections made after the advertised session end time to cover the costs of the staff who are legally required to supervise my child.

Safeguarding and Welfare

- We are committed to safeguarding all the children in our care from harm and abuse.
- All Stars are obligated to report any suspected child abuse or neglect to the relevant authorities.
- Parents must inform All Stars of any conditions that may affect their child (medical, learning, behavioural, etc). If full information is not provided, this may result in All Stars excluding them from certain activities or if it felt necessary. In such circumstances no refund or credit will be paid.
- If I do not collect my child by 6.30pm, and the club has been unable to reach me or any of my emergency contacts, I understand that All Stars will follow its Uncollected Children Policy and contact Social Care.

Allergies, Medication and Accident reporting

- If your child requires medication of any sort, including an inhaler, a Permission to Administer Medication form must be completed.
- I will inform the club and update my child's online record with any allergies.
- If my child has an accident at the club, he/she will be treated by a qualified first aider and I will be informed as soon as possible. If my child needs urgent medical treatment and I am unavailable, a member of staff from All Stars will sign any consent forms necessary for treatment on my behalf.
- If there are any accidents or incidents at All Stars involving my child, I will be informed.

Collecting

- Once my child arrives at All Stars he/she will be in the care of All Stars until collected and signed out by an authorised person.
- I understand that my child can only be collected by persons who I have specified within the system.
- All Stars closes at 6.00pm. If, due to unforeseen circumstances, I am going to be late, I will contact the manager as soon as possible.

Exclusion

- All Stars reserves the right to exclude or refuse any person without notice, if we consider that their presence compromises the good atmosphere of the club. Transport home will be the responsibility of the parent and no refund/credit will be available.

Photography

- All Stars occasionally take photographs and videos at our venues which can be used for marketing and promotional purposes, including on social media. If you would rather your child was not included in any photographs, please ensure your child's details are up to date on the system.

Parent Abuse of staff

- The threat or use of physical violence, verbal abuse, intimidation or harassment towards our staff is likely to result in a termination of all direct contact. Such incidents may be reported to the police and this will always be the case if physical violence is used or threatened.

Data Protection

- Information held by All Stars regarding my child will be treated as confidential. However, in certain circumstances, for example if there are child protection concerns, I understand that the club has a legal duty to pass certain information on to other agencies, including Police, Social Care and health care professionals.
- Parents must agree to the terms and conditions of our booking system to book with us.

General

- I consent for my child to attend All Stars. I understand that the club has policies and procedures (which are available for reference), and that there are expectations and obligations relating both to the club and to myself and my child, and I agree to abide by them.
- I understand that All Stars is a play setting and that whilst my child is there All Stars is legally responsible for him/her.
- My child will be provided with snacks and drinks whilst at the club unless otherwise requested.
- I accept that my child may take part in messy activities while at All Stars.
- It is my responsibility to update the system of any alterations to the information regarding my child (eg contact details, medical conditions, etc).
- Whilst All Stars tries to ensure the safety and security of items, I understand that it cannot be held responsible for loss or damage to my child's property whilst at the Club.
- I understand the club has a Behaviour Management Policy and agree to its terms and appreciate that in some circumstances it may be necessary to exclude my child from the club, and I will pay for any missed sessions unless otherwise agreed with the manager.