

CHIPS Guildford: Booking Terms and Conditions

Parent/Carer Information

The named person within 'Booker Information' on the Eequ booking application accepts the following terms and conditions on behalf of themselves and all participants named on the booking.

Your Child's Information

It is the responsibility of the person making the booking to ensure that all details provided are accurate, in particular full information about each child, including medical and other special educational needs, and emergency contact information. If we do not have all this information before CHIPS starts, your children will not be allowed to participate.

Special Requirements

CHIPS recognises that the needs of individual children vary, and will endeavour to accommodate children with specific needs and/or medical conditions within the playscheme. It is our policy not to exclude any child due to specific needs and/or medical conditions wherever possible.

It is the responsibility of the parent/carer to inform us of any medical conditions and special educational needs or disabilities, whether booking online or over the phone, so we can discuss how best to accommodate the child, and consider whether any reasonable adjustments can be made to ensure that they are able to fully participate and enjoy the activities on CHIPS within the staffing ratios provided for their age group. The needs of each child vary so decisions are made on a case-by-case basis and depend upon the level of support each individual child may require. We may need to contact your child's school for further information as to the extent of their needs, current strategies in place and how we can best support them at CHIPS.

Booking confirmation

A booking is confirmed when we receive the appropriate payment and receipt of this constitutes acceptance of these terms and conditions. For fully funded places, your booking will be confirmed once we have checked eligibility i.e. through HAF, or via proof of receipt of benefits-related FSM, and again receipt of this constitutes acceptance of these terms and conditions.

Bookings/Cancellations/Refunds

Bookings are taken online with payment via debit or credit card. We cannot cancel, change or swap a booking once it has been booked. We reserve the right to amend or cancel the session or any activity due to unforeseen circumstances.

If your child is unable to attend please let you know as soon as possible. Non-attendance, without sufficient notice, may result in all current and future bookings being cancelled/declined.

Place Allocation Policy

Vulnerable children (i.e. Looked After Children, Young Carers, children from Gypsy, Roma or Traveller communities, children with SEND or in need of social and emotional support), and those living within low-income homes as indicated by receipt of benefits-related free school

meals or low income area home postcode receive priority for places at CHIPS. In relation to this, we specifically aim to support children living in the following wards: Bellfields and Slyfield (formerly Stoke) and Westborough (including the Park Barn area) and Ash Wharf. These children, whether referred to us by their school/social services or registering through a booking made by their home adult before the booking deadline, are allocated places first, with priority then given to children registering before the booking deadline who live within Ash (including Ash South, Ash Vale, Ash Wharf and Tongham) or who live within our North Guildford catchment area/attend one of our referral partner schools in these areas.

In the event of demand exceeding the number of fully funded and subsidised places available prior to the end of the booking deadline we will close booking early. Priority is not given based on living proximity to delivery site.

Any fully funded places and subsidised places remaining, or becoming available after the booking deadline, will be allocated, with reference to the above, on a first come, first served basis (with a waiting list used as necessary) with places available to children living outside of our catchment areas. Vulnerable children, those living within low-income homes and children living within our target areas will always be given priority.

Arrival / departure protocol on site

On arrival at a site, the parent/guardian will be required to report to the CHIPS Site Lead/Play Worker to register their child. No child can be left on site without first registering with staff.

Supervision will be provided at the CHIPS site from 9am-4.30pm. All children must be collected promptly at the end of each day by a responsible adult.

Insurance/Liability

CHIPS Public Liability Insurance covers all participants. CHIPS does not accept liability for loss or damage to property, personal injury or death of any participants unless directly caused by the proven negligence of the organisation or its staff.

Safeguarding

CHIPS staff have a duty to respond if they suspect a child may be suffering from harm or abuse. In the event that this is suspected staff will follow the Safeguarding Policy as detailed in our policies and procedures.

Illness/First Aid

CHIPS requires that all children who are ill or infectious be kept home for the full duration of their ailment, and for 48 hours after the last symptom occurs. CHIPS will only administer medication if it has been prescribed by a doctor or other health professional.

In the event of an accident, first aid will be administered to children in our care, and the emergency services will be called if necessary.

Essential prescribed medication including Epipens must be handed in to the Site Co-ordinator for safe-keeping. All CHIPS First Aid policies are in line with Ofsted recommendations.

Child Exclusion

CHIPS has a responsibility for ensuring the well-being and safety of all children in our care and have approved procedures for managing behaviour. The charity follows a zero tolerance policy on discrimination, bullying and persistent poor behaviour of any kind, irrespective of any special needs. On rare occasions, and in more serious cases, we reserve the right to ask parents to remove children from CHIPS either for the remainder of the day (part exclusion), or for the rest of their booking (full exclusion).

No refund will be made for any remaining days booked. We reserve the right to exclude a child at any time prior to or during a session due to illness. The parent/carer will be expected to come and collect their child.

Unacceptable behaviour towards staff

We have a zero-tolerance policy against aggression, harassment, discrimination, threatening behaviour, violence, or abuse directed at CHIPS staff by parents/carers, and will respond promptly to any incidences of these. This may include cancelling or not accepting any future bookings and police/social service involvement as necessary.

Programme and activities

From time to time, we may need to change venues, dates, activities and courses for reasons within or outside our control.

Activity programmes are subject to change in the event of unsuitable weather or other circumstances beyond our control.

In exceptional circumstances we may have to cancel particular dates at a venue, and in this event, we will try to give those booked onto the programme at least 14 days' notice and will offer a suitable alternative if one is available, or refund all monies paid for the dates cancelled, if preferred.

Mobile Phones and Electronic Devices

All mobile phones and electrical devices are prohibited at CHIPS. If found, children will be asked to place the device in the Site Lead's box which will be locked and secured at all times. The device will be returned to the authorised parent/carer at the end of the session.

Photography / Filming

Please be aware that CHIPS take photographs/video footage of children on camp for promotional reasons and to provide evidence to our funders of activities undertaken. If other filming is due to take place, CHIPS staff will inform all parents on arrival and your children can be opted out if you wish.

Lost Property

Please ensure that children do not bring their own toys with them, as we cannot be held responsible if they go missing. We will endeavour to return items of lost property that we are able to identify. Lost property will be held for a period of 3 weeks, after which it will be disposed of, or distributed to local charities.

Data Protection / Privacy Statement

CHIPS takes data accuracy and security seriously.

CHIPS is registered as a Data Controller under the Data Protection Act 1998 (GDPR from 25th May 2018). To process your booking, we need to collect personal details about you and your children. We will treat it as confidential and keep it secure, complying with all relevant UK legislation. We will use your email address and telephone number to contact you with information that relates to any bookings that you make and any information that we might need that relates to the welfare of your child. We would also like to use some of your details to tell you about our programmes, and ask for your consent during the registration / booking process.

The personal information of both yourself and the child will be stored and processed securely in line with the Data Protection law and other relevant legislation. It will not be disclosed to third parties for marketing purposes. We will only keep this information for as long as is administratively necessary.

Your name, email address phone number, the child's name and age, plus any additional data you provide to us is for the purposes of:

- processing bookings for the playscheme
- to send you information by text, email or to contact you by telephone with information about the booking

The personal information of both yourself and the child will be stored and processed securely in line with the Data Protection law and other relevant legislation. It will not be disclosed to third parties for marketing purposes. We will only keep this information for as long as is administratively necessary.

CHIPS Mailing List

In accordance with data protection rules we will not opt you in to the CHIPS mailing list automatically. To join and receive CHIPS news, updates and booking reminders, you will need to give us your specific consent during the booking process or via email. We won't use your data for any purposes other than the ones you have given us permission for. We also won't share your email details with anyone outside of CHIPS without your permission. You are free to remove or change your consent at any time. Please contact us at chipsholidayplay.co.uk if you would like to make any changes to how we use your information.

Comments and Complaints

CHIPS has an ongoing commitment to improving our service, and receiving feedback from our customers is an important part of ensuring that our high quality is maintained. In many instances, the first point of contact with CHIPS will be at the sign-in reception with a member of staff. If your complaint cannot be resolved at the first point of contact, you can contact Verity Ross, who has overall responsibility for customer services at CHIPS. Please email any comments and complaints to: admin@chipsholidayplay.co.uk .