

HOLIDAY CLUB TERMS & CONDITIONS

1. All marketing/promotional material is accurate at the time of going to print.
2. All sports and activities are subject to staff, facility area, weather and equipment availability.
3. 5-15 year olds only. No under 5's will be accepted.
4. Children can participate in most publicised activities throughout the duration of 1 full week.
5. All children must abide by the Centre and Holiday Club rules and regulations.
6. Bad language, inappropriate behavior, bullying, aggressive and/or physically violent behavior, or repeated breach of any of the Holiday Club rules will not be tolerated and may result in immediate exclusion without negotiation and/or refund.
7. 'Swim Safely' policy applies (see separate policy document) and non-swimmers and under 8's can only go swimming on specific days during the designated swimming session times.
8. Adequate snacks, packed lunch and drinks must be provided. If you have booked via the HAF scheme, your child will be provided with a basic lunch. However, you are still required to provide drinks and snacks.
9. Daily weather conditions must be considered, and children should bring their own personal sunscreen and appropriate outdoor clothing to enable each child to participate in outdoor activities.
10. Digital/electronic proof of payment/booking must be available and shown if requested each morning. The automatic online booking confirmation email may also be accepted.
11. Entry may not be permitted without a valid digital/electronic receipt and proof of booking.
12. For child protection, safeguarding and security reasons we operate a non-negotiable 'no booking/receipt, no entry' policy.
13. All children must be signed in/out on a daily basis by the parent/guardian or designated/appointed adult.
14. Children will only be accepted after the full completion of the registration form and each child must be signed in/out by the designated parent/guardian.
15. Registration closes at 11am sharp, after which no additional children will be accepted/allowed entry. Anyone arriving after 11am will not be eligible for a refund.
16. All children must be collected prior to 5pm.
17. Children who are collected late will incur a charge/fine of £5 per every 5 minutes.
18. Photographs and/or video footage may be taken by staff members for internal communication reasons/purposes only.
19. No phones or electronic devices are permitted. All phones/devices must remain within the child's bag and only used in case of an emergency and when permitted and supervised by a staff member.
20. Filming/photographs will only be taken and used for external marketing purposes on the approval and completion of a filming/photography disclaimer which is completed and signed by the designated parent/guardian.
21. Be Well Holiday Club capacity is 120 children.
22. SEND acceptance criteria and/or restrictions apply. Only able to accept children attending mainstream school. Not able to accept children currently receiving 121 school care/supervision. EHCP is not accepted/permitted.
23. Personal belongings: BE WELL cannot accept any responsibility and/or liability for the loss, damage or theft of any items brought into the Holiday Club.
24. No responsibility or liability is accepted for any money and/or valuable personal property that is brought to the Holiday Club by any child.
25. Parent/Guardian ID may be requested when registering, signing in and/or required when signing out the children.
26. All refunds, complaints, credits and/or transfer requests must be put into writing and emailed to bewell-mileend@towerhamlets.gov.uk.
27. Refund and/or credits will only be issued for medical reasons supported by a doctor's note. Refunds will not be issued for any other reason.
28. BE WELL are unable to accept any responsibility for, or assist with any external tax credit or benefit claim. This includes the issuing of any internal booking information, formal letters and/or receipts other than those automatically generated and received via the normal booking platforms/systems.
29. Non-compliance and/or breach of any of the above may result in your child being immediately excluded and future bookings cancelled without refund.
30. We are committed to a safe, respectful and inclusive environment. We operate a strict zero-tolerance policy against the following:
 - Bullying and harassment
 - Discrimination (of any kind)
 - Sexism / misogyny
 - Inappropriate touching
 - Homophobia or Transphobia
 - Ableism (disability discrimination)
 - Religious intolerance
 - Hate speech or abusive language
 - Intimidation or threats