



Terms & Conditions

Registration

- All parents / carers must complete our Registration Form before a child can be accepted at Hopscotch Childcare. Registration forms will be completed when you set your account up with the COB online booking system.
- By registering, the parent / carer gives Hopscotch Childcare permission to take your child/children off site – this may be for the purpose of, but not limited to, a walking bus or organised trip.
- Hopscotch Childcare must be notified of any changes in Registration details, as soon as possible, in writing by the parent / carer.

Booking Sessions

- All sessions requested by parents / carers are subject to availability.
- All sessions booked online must be paid for in advance.
- No parent / carer should consider a booking as being accepted until payment has been received by the Club.
- Bookings may be made up to 7pm the night before start of any session. Children will not be able to be booked in after that time.
- It is the parent/carers responsibility to cancel the session if it is no longer required.
- Hopscotch Childcare will credit all fees charged, if the club is forced to close due to unforeseen circumstances.

Responsibility for attendance

- Children will be collected from the classroom/learning pod and taken to the School hall to register for Hopscotch childcare after school club.
- It is the parent / carer's responsibility to ensure that their child / children are aware that they will be attending any After-School Club.

- It is the parent / carer's responsibility to notify the school if there are late changes made to their child / children's club attendance on that day.

Penalties for Late Collection

- It is the responsibility of all parents / carers collecting children to do so promptly at the end of the session. Failure to do so will expose the parent / carer to the payment of a financial penalty and will constitute a breach of the terms and conditions.

Responsibility for Payment

- The responsibility for payment of all fees, charges and penalties lies at all times with the person who has made the booking.
- Failure by Hopscotch Childcare to make a written or verbal request for payment of fees does not constitute an excuse or reason for late, or non-payment under any circumstances.
- Failure to settle all fees and/or penalties when due may result in the club taking action (including legal action) to recover any outstanding sums.

Refund Policy

We reserve the right to cancel sessions, cancelled sessions will generate a credit if the booking has been paid for. Should you wish to have the credited back to your bank or WorldPay account please contact us.

If you (Parent) wish to cancel a session it needs to be cancelled by 7 o'clock the previous day in order to receive a credit or refund.

Legal: Waivers, Exclusions and Jurisdiction

- These terms and conditions are governed by English law and subject to the jurisdiction of the courts of England and Wales.
- **Hopscotch Childcare** shall not be liable for any direct or indirect loss suffered by parents / carers as a result of club closures under the terms of the agreement, including but not limited to loss of profits, increased costs or expenses or wasted expenditure.