



Childcare Terms

1. **Specially trained FUNDA educators/staff that are fully qualified, First Aid Trained, Safeguarding & Enhanced DBS checked.**
2. **Health & Safety:** If you are aware your child has a sick bug please notify us immediately, we may advise to comply with NHS guidance children should be kept away from camp for at least 48 hours.
3. **Behaviour Policy:** FUNDA operate a zero tolerance to misbehaving children and have a strict anti-bullying policy. Disruptive children are reported to parents/carers and may not be allowed back on FUNDA Holiday Camps.
4. **Data Protection:** FUNDA take no responsibility for losses or damages. All your personal details are protected under the 1998 Data Protection Act.
5. **Lost Property:** Whilst on camp it is your child's responsibility to look after all personal belongings. FUNDA will not be responsible for any loss or damages.
6. **Emergency closure:** FUNDA endeavour to remain open at all times aside from Bank Holidays and the defined holidays. In the event of severe weather conditions or where the facility has to close totally or partially for other reasons (e.g. illness epidemic), parents will be contacted by FUNDA, by phone, email or text message, asking them to collect their child/children. Where the facility has closed please ensure that you have confirmed with head office that the facility will be open the following day before bringing your child back in. FUNDA cannot provide refunds to parents for emergency closure, as we still need to pay staff, and such events are deemed to be force majeure. We understand that it is inconvenient, and potentially costly, and will endeavour to do our reasonable best to make sure that this does not happen.

Payment Terms:

1. Once you have registered your child's place online you have fully committed to your reservation/booking. If you do not honour your booking/cancel your booking/or do not show up on the day of camp for any reason you will be charged the full cost of your booking. This is due to staffing requirements adjusted once you reserve your child's place.
2. If you have not paid your full balance upon booking and are registered on a payment plan, the payment will come out on the Friday prior to the week your child is due to attend camp. We appreciate your cooperation ensuring you have sufficient funds available to make payment.
3. Once payment has been received FUNDA do not offer any refunds.
4. By Registering a payment method with FUNDA you agree FUNDA can process payments for outstanding balances with payment method registered.
5. If you don't settle your balance on time you may incur an additional admin charge of £10.00 for late payment.
6. If you do not collect your children on time from camp you may incur an additional fee to pay our staff. It is important you collect your child on time from camp.

If you reserve your place and childcare go ahead, as per usual policy you aren't able to cancel as you will have taken up a space on camp. If you have paid and your camp is cancelled for whatever reason you will be able to receive a full refund within 24 hours / transfer booking. Unfortunately, we will not be able to offer cash refunds to people who have to self-isolate. We will be able to offer credit notes for this scenario. We apologise for any inconvenience.

Covid Declaration

This Covid-19 Declaration is to confirm you agree to the following;

You/your child will not attend our setting if you have experienced any Covid-19 symptoms in the last 14 days. They include;

- a new continuous cough
- a high temperature
- a loss of, or change in, your normal sense of taste or smell (anosmia)

You will not stay at the facility more than is necessary to drop off and collect your child, or gather at the entrance to the facility.

Where possible you will avoid the use of public transport to travel to and from the setting. Where possible please walk to and from the setting.

You agree to drop off and collect between times set out in our guidance. Please remain in your car until you are ready to collect/please don't arrive if travelling by foot until collection times.