

# Home Ed Hub

## TERMS, CONDITIONS and POLICIES

When you book with us, we want you to be completely satisfied with the service we offer. Below are our booking terms and conditions and our policies that let you know what to expect from us and what we expect from you.

### What we offer

Home Ed Hub arranges and facilitates a variety of activities, including, but not limited to, workshops, tutoring, arts and crafts, and holiday activities (together or separately we refer to these as the “Sessions”). Some are in-person and others are online. More detail about what we offer and our current prices can be found on our website and in our private Facebook group.

Children are welcomed from all social, cultural and religious backgrounds. Admission of children with additional needs will have to be assessed on an individual basis after consultation with the parents to establish whether all needs can be met.

Drop off activities are only available to children aged 5 -16. Some activities are suitable for the whole family.

Please check individual event listings to find what’s on, where and when, and the relevant age guidelines.

All directors, employees, and volunteer helpers who will have *unsupervised access* to the children (i.e. engage in “Regulated Activities”) have clear enhanced DBS checks made to ensure their suitability for working with children.

We hold full Public Liability insurance.

We are **exempt** from Ofsted registration.

## Bookings

All places at Home Ed Hub activities need to be booked in advance.

Bookings are subject to availability, and accepted on a first-come, first-served basis. Each event listing will have specific booking processes in place that are clearly specified in the advert.

Bookings are only confirmed once payment is received in full or a deposit has been received (as appropriate). **We don't hold places open.**

## Payment

Payment is usually required by electronic bank transfer or PayPal.

For higher priced services (like Arts Award) we can accept credit card or [PayPal "Pay in 3"](#); and for IGCSE classes we take payment via [monthly direct debit](#).

We regret that we are unable to accept childcare vouchers.

## Cancellation and Refund Policy

Under the Consumer Contracts Regulations (as it applies to courses booked online) you have the right to cancel and receive a full refund within 14 days from making the booking *providing that the course or workshop has not yet started*.

*However*, if the course you booked online is one that will be attended in person with a specified number of people and on a specific date, then it is excluded from your cancellation rights.

No refunds are provided for downloadable electronic files or Arts Award projects. If there is a problem with your purchase please contact us for a replacement.

If you pay via direct debit you are covered under the [Direct Debit Guarantee\\*](#) and may cancel at any time. Please notify us in advance so we can update our records and also understand your reasons for cancelling.

In all other circumstances payment is only refundable where sessions are cancelled by Home Ed Hub.

## **Sickness**

Children must not attend in-person activities if they are unwell, this includes if they have symptoms of a cold, flu, or COVID 19.

If they have had vomiting, diarrhoea, or any other infectious ailment they are not permitted to attend until they have been clear of symptoms for 48 hours.

Where a child falls ill during the day and we think it necessary, their parent/guardian shall be called to take the child home and you agree to collect your child without delay.

## **Arrival**

On arrival the child will be marked present on the attendance register.

If a parent is remaining onsite they will remain fully responsible for their own child/ren at all times.

## **Security**

Children aged 12 and over can sign themselves out of an activity and leave. The manager will immediately call the parent or emergency contact to advise them if this happens.

All visitors must have a valid reason for their visit. Visitors will never have *unsupervised* access to areas where children are present.

## **Departure**

A child aged 12+ may sign themselves out at any time.  
Under 12's must be collected by the same adult who dropped them off or by an adult known to the manager.

## **Late Collection**

Home Ed Hub reserves the right to charge additional fees for late collection at a rate of £10.00 per child for every 30 minutes or part thereof that elapses after the appointed collection time. This fee shall be notified to you by invoice and payable within 24 hours.

## **Food**

Children attending lengthy activities should bring a packed lunch, snacks, or drinks if required.

In respect of allergies that others may have please do not bring products containing nuts.

## **Behavioural Standards and Exclusion**

Home Ed Hub expects all children to behave at all times in a manner that is acceptable to both fellow children and staff.

We reserve the right to exclude a child from activities where he/she fails to maintain the required behavioural standard. Such failure shall include, but not be limited to, bad behaviour, racial, sexual, verbal or physical bullying of a fellow child or member of staff. Transportation of the excluded child home will be the responsibility of the parent/guardian, and no refund or credit will be issued.

Children must show respect for venue property and equipment.  
*Costs for malicious damage will be invoiced to the parent.*

## **Health and Safety**

It is your responsibility to inform us at the time of booking of any pre-existing medical, physical or behavioural conditions or medication requirements of any child, so that we can determine whether we are able to provide for the child's specific needs. We regret that we are unable to accommodate the complex special needs of children requiring individual care, although they are welcome to attend with their carer.

### **- Medical Conditions and Allergies**

The parent/guardian must state on the booking form any medical condition or allergies their child has, or any relevant background information that Home Ed Hub staff *may need to be aware of while their child is attending an activity*. We would ask parents to contact Home Ed Hub in advance to discuss any individual requirements.

### **- Medication**

If the child requires prescription medication for a chronic condition they should be able to self-administer (for example an asthma inhaler or EpiPen). Under all other circumstances If the child is ill enough to require medication they should be kept at home.

### **- Emergency First Aid**

First Aid will be administered to children in the event of an accident or medical emergency while under our care. If the accident or emergency is serious, we may need to call the emergency services. The parent/guardian gives consent for emergency medical or dental treatment. All managers are fully First Aid Qualified.

## **- Child Protection and Safeguarding**

Home Ed Hub staff have a duty to act if they suspect a child in their care may be suffering from abuse or if a child makes a disclosure about abuse. In such an event the member of staff will follow the procedures in our detailed “Child Protection and Safeguarding Policy”. The full policy is available to view online at: <http://www.homeedhub.com/extended-policies>

At all times, our priority will be to keep the children and ourselves safe.

## **Lost Property**

Please ensure that children do not bring valuable belongings when attending Home Ed Hub activities as we cannot take responsibility for them.

## **Photography**

From time to time we take photographs at our activities that may be used for marketing and promotional purposes. Photographs of children enjoying our activities add interest to articles, and also enable parents to ‘see’ what their children have been doing. Full names will never be divulged. If you would rather your child was not included in any photographs, we must be informed in writing either at the time of booking by selecting to opt out of this option or in writing before the start of the activity.

Anyone else attending our events is PROHIBITED from taking any photos of staff or other attendees and may only photograph their own children.

## **Liability and Insurance**

Home Ed Hub Limited does not accept liability for loss or damage to property, sickness, personal injury or death of any participants unless directly caused by the proven negligence of the company or its servants. We hold full public liability insurance to protect all parties in the event of a proven liability.

Children (and parents!) must show respect for venue property and equipment. *Costs for malicious damage will be invoiced to the parent.*

## **Mobile Phones and Electronic Devices**

If children bring mobile phones and other electronic devices to our activities they are not to cause a distraction or become a nuisance to others.

Inappropriate use will result in confiscation and they will only be returned at the end of the session. Home Ed Hub will not take any responsibility for the damage or loss of any electronic devices that are brought into our activities.

## **Policies and Procedures**

Home Ed Hub policies and procedures are available directly on the website: <http://www.homeedhub.com/extended-policies>

## **General Data Protection Regulations**

The personal information that we collect about you and your child is only used to provide appropriate care for them, maintain our service to you, and communicate effectively with you.

Our legal basis for processing this data is so that we can fulfil our contract with you.

We may also use your details to contact you via email, text, or post with future information about our services. You may opt out of receiving marketing information at any time.

We comply with the General Data Protection Regulations regarding obtaining, storing and using personal data.

All information collected will be used in the strictest of confidence and will not be passed on to any third party except where required by law.

## **Complaints**

If you or your child are not entirely satisfied with the service we provide we would like to hear about it. If we are aware of any problem while your child is still attending an activity we will aim to resolve this promptly. You can be assured that any complaint will be taken very seriously and in the strictest confidence.

In the first instance, the complaint should be made to the site leader or activity tutor, who will look into the matter. If you feel the response to the complaint is not acceptable or you would like to take the grievance further, the complaint should be made in writing and addressed to: The Managing Director, Home Ed Hub, 50 Chatsworth Green, Basingstoke RG22 4QA.

## **Changes to Terms and Conditions**

Terms and Conditions are correct at the time of publication and are subject to change without prior notice.

This version is dated 28<sup>th</sup> January 2026.