

# Home Ed Hub (incl Saturday Art Club) 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 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”). More detail about the things we offer and our current prices can be found on our website.

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 available for children aged 5-16 and some 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 (ie engage in “Regulated Activities” ) have clear enhanced DBS checks made to ensure their suitability for working with children.

We hold full “Public and Products Liability” and “Employer Liability” insurance.

We are **exempt** from Ofsted registration.

## Bookings

Bookings are subject to availability, and accepted on a first-come, first-served basis. To secure a place a fully completed registration form, accompanied by full payment of the fee as detailed in the event listing, is required.

No bookings are confirmed until payment is received in full. **We don't hold places open.**

All places at Home Ed Hub activities need to be booked in advance. Registration on the day may be accepted depending on the availability of places, but we cannot guarantee a place so please have alternative arrangements in case we don't have any places left on that day.

## Payment

Our preferred payment method is direct electronic bank deposit (via internet or telephone banking) to **sort code: 40-09-18 Account Number: 82122030 Account Name: Home Ed Hub.**

We also accept Paypal payment through [info@homeedhub.com](mailto:info@homeedhub.com). Cheques may be accepted by prior arrangement, and subject to an admin fee. Any cheques returned by the bank will result in cancellation of the booking and you will be liable for any bank charges that result. Cash payment will only be accepted for on-the-day bookings subject to space availability.

We regret that we are unable to accept childcare vouchers.

## Cancellation and Refund Policy

Payment is non-refundable except where sessions are cancelled by Home Ed Hub.

## Sickness

Children must not attend if they are unwell.

If they have had vomiting, diarrhoea, conjunctivitis, head lice 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 at a session the child will sign in to the attendance register.

We are unable to take responsibility for children who arrive earlier than the advertised start time.

### **Security**

Children (under 12) are not allowed to leave the premises during the activities, without supervision. Entrances and exits will be suitably protected to ensure children cannot leave and people cannot enter without permission.

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

### **Missing Child Procedure (Children Under 12 Years of Age)**

We are always alert to the possibility (no matter how remote or unlikely) that despite our security precautions children could go missing during sessions. To minimise the risk of this happening we will ensure there are always sufficient staff and will keep group sizes manageable.

Staff will also carry out periodic head counts.

If a child cannot be located, the following steps will be taken:

- All staff will be informed that the child is missing.
- Staff will conduct a thorough search of the premises and surrounding area.
- After 10 minutes the police will be informed. The manager will then contact the child's parent/s or guardian/s.
- Staff will continue to search for the child whilst waiting for the police and parents to arrive.
- We will maintain as normal a routine as possible for the rest of the children present.

- The manager will liaise with the police and the child's parent or guardian.

The incident will be recorded in the Incident Log. A review will be conducted to identify and implement any changes to procedures as necessary.

## **Departure**

Children must be signed out before they leave.

Children will only be released to an adult who has been authorised (on their registration form) to collect them.

The child's parent or guardian must inform Home Ed Hub in advance if someone who is not listed on the registration form is to collect the child. A password must be provided in this instance. The manager will contact the main parent or guardian for confirmation if they have any concerns regarding departures.

The parent or guardian must notify the manager if they will be late collecting their child\*. If we are not informed the Uncollected Children Policy will be followed.

No child aged under 12 will be allowed to leave unaccompanied.

A child aged 12+ may sign themselves out at any time.

### **\*Late Collection Fee**

Home Ed Hub reserves the right to charge additional fees for late collection at a rate of £5.00 per child for every period of 15 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 activities may 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.*

## **The Use of Physical Interventions**

In the event that a child behaves in a way that could cause significant injury (to themselves or others), or cause serious damage to property, staff may as a last resort use physical interventions. For example to break away or disengage from harmful physical contact initiated by a child; to separate a child from a 'trigger', for example removing one from the presence of another if they respond with physical aggression; or to protect a child from a dangerous situation, such as a busy road.

Only the minimum force necessary to prevent injury or damage would be applied.

The force of the physical intervention will always be appropriate to the age, size and strength of the child or children involved.

The incident will be discussed with the parent/guardian at the earliest possible opportunity.

Corporal punishment or the threat of corporal punishment will *never* be used.

## **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**

Home Ed Hub will not administer medication (*except EpiPens when specific permission has been provided*). If the child is ill enough to require medication they should be kept at home. If the child requires prescription medication for a chronic condition the child should be able to self-administer (for example an asthma inhaler).

### **- Emergency First Aid**

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

### **- Dealing with blood and body fluids**

Blood, vomit, urine and faeces will be cleaned up immediately and disposed of safely by double bagging the waste and removing it from the premises. When they are dealing with body fluids, staff will wear personal protective clothing (disposable plastic gloves / aprons) and will wash themselves thoroughly afterwards. Soiled children's clothing will be bagged to go home – staff will not rinse it.

Children will be kept away from the affected area until the incident has been dealt with fully.

Staff at Home Ed Hub will maintain high standards of personal hygiene, and will take all practical steps to prevent and control the spread of infection.

### **- 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>

If a parent or guardian arrives to collect a child and it is deemed that they are intoxicated with either drugs or alcohol – or in any other way deemed to pose a danger to the child - the manager will telephone the emergency contact and make arrangements for the child to be collected by them. If the parent/guardian becomes abusive the police may be called as well as social services. 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.

## **Liability**

Home Ed Hub Limited (including Saturday Art Club) 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 insurance to protect all parties in the event of a proven liability.

## **Insurance**

Our Public Liability Insurance covers all children under our care. We also have Employer's Liability Cover for the protection and peace of mind of all staff and volunteers.

## **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 at an early stage. 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 9<sup>th</sup> November 2019.