



Brook Farm Children's
Nursery

Terms & Conditions for Brook Farm Boomerangs Holiday Club.

1. PAYMENT

We accept payment by bank transfer:

Barclays Bank

Brook Farm Children's Nursery

Account Number – 73384896

Sort Code – 20-78-42

Please note; we do not accept cheque payments.

Payment confirms your acceptance of the booking conditions. The named person on the booking confirmation accepts the booking conditions on behalf of all on the booking form.

2. BOOKING ALTERATIONS/LATE BOOKINGS

Alterations will only ever be made subject to availability and with a minimum of 7 full days' notice before the day your child is due to attend.

For bookings requested after the booking deadline for each club type has passed, places will only be offered subject to availability and reasonable notice.

3. CANCELLATIONS/REFUND POLICY

It is not Brook Farm Children's Nursery policy to issue cash refunds for any cancellations. If a credit is issued (see below), the credit will be added to your account.

HOLIDAY CLUB CANCELLATIONS (including child sickness):

We require at least 14 full days' notice of cancellation before the day your child is due to attend to issue a 100% credit to your account.

We require at least 7 to 13 full days' notice of cancellation before the day your child is due to attend to issue a 50% credit to your account. If you cancel your sessions without giving us at least 7 full days' notice before the day your child is due to attend, you will not receive any credit.



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4. LOST PROPERTY

Please ensure that children do not bring valuable toys and belongings when attending our clubs. Brook Farm Children's Nursery cannot be held responsible if they go missing. We cannot guarantee the return of lost property, but will endeavour to return items on request which we are able to identify.

Brook Farm Children's Nursery will keep lost property for a period of four weeks only. If it is left unclaimed after this period has expired, Brook Farm Children's Nursery will distribute the lost property to local charities.

5. PHOTOGRAPHY

From time to time we take photographs at our venues which may be used for marketing and promotional purposes. You will be asked to provide consent (or not) for your child's photographs to be used in this way when setting up your account. You can change your consent setting at any time by contacting the nursery office.

6. MEDICAL INFORMATION

In order to care for your child in the best possible way, and for their own safety and wellbeing, Brook Farm Children's Nursery require parents to provide full information on any relevant medical conditions, allergies, additional needs and/or dietary restrictions.

You will be asked to provide the relevant information when registering your child. Alternatively, when making bookings by telephone, our team will request this information from you. Any changes to circumstances can be made by contacting the nursery office either via e-mail; heidi@brookfarmchildrensnursery.co.uk; or via telephone; 01282 841221

Brook Farm Children's Nursery reserve the right to exclude children for whom full information (as described above) has not been provided, either from taking part in certain activities or (if felt necessary) from attending Brook Farm Boomerangs altogether until full information has been provided. It is your responsibility to ensure we hold the correct information at all times and we reserve the right to cancel a booking at any time where there has been a failure to provide said information. No refund or credit will be issued in those circumstances.

7. LATE FEES

Brook Farm Children's Nursery reserve the right to charge a fee for late collection of any children. If a child is collected after the allocated collection time identified on booking, the parent/guardian will be subject to an immediate charge of £5.00 per child. An additional £15.00 will be charged for every half hour which passes, up until collection.

8. SAFEGUARDING

Brook Farm Children's Nursery staff have a duty to respond if they suspect a child in their care may be suffering from abuse, or if a child makes a disclosure about abuse. In this event the relevant staff will follow the Safeguarding Children's Policy as detailed in our policies and procedures.



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9. INSURANCE

All children in our care are covered by our Public Liability Insurance

10. EXCLUSION/SUSPENSION

Brook Farm Children's Nursery reserves the right to exclude/suspend or refuse a child without notice, if we consider that their presence compromises the good atmosphere of the club. Transport home will be the responsibility of the parent and no refund/credit will be issued.

11. PROGRAMME CHANGES

Brook Farm Children's Nursery reserves the right to amend its services and activity programme, content, times, dates and venue in the event of unsuitable weather conditions, failure of equipment, building faults and any other operational faults that may arise from time to time, without refund or compensation to the customer.

12. POLICIES AND PROCEDURES

Copies of Brook Farm Children's Nursery policies and procedures are available at the venue or can be sent to parents on request.

13. ENFORCED VENUE CLOSURE

If Brook Farm Children's Nursery is forced to close due to the compulsory closure of its premises due to bad weather (e.g. Snow, Ice, Flood etc), outbreak of a human infectious or contagious condition (e.g. Influenza, Meningitis, COVID-19), or for any other reason, customers will still be liable for any fees due/paid, during the entire period of closure.

14. COMPLAINTS

Brook Farm Children's Nursery is committed to providing high quality holiday childcare and are always looking to improve our services. If you or your child are not entirely satisfied with the service we have provided, we would like to know about it. Any complaint should first be made to the Nursery Manager, who will complete a complaints report, and do everything possible to ensure the complaint is dealt with as quickly and effectively as possible. If the complainant feels that the outcome of the complaint is insufficient, or would like to take the grievance further, the complaint should be made in writing and sent to: Nursery Owner, Brook Farm Children's Nursery, Harden Road, Kelbrook, BB18 6TS. If in the unlikely event that you are not 100% satisfied with the outcome of the complaints procedure, you may wish to contact the Ofsted Early Years Complaints Helpline, on 0300 123 1231, or write to their Regional Office, <https://www.gov.uk/government/organisations/ofsted>.

17. DATA PROTECTION

Brook Farm Children's Nursery is committed to safeguarding your privacy; protecting the rights and freedoms of data subjects and safely and securely processing their data in accordance with all our legal obligations.