



Time Out Club

Booking Terms and Conditions

1. Invoicing and payments

Invoices are issued in arrears at the end of each half term. The details of club usage are attached to each invoice, the amount and due dates are detailed on the invoice.

All booked sessions are charged in full regardless of collection time, unless 14 days' notice of early collection is given.

2. Cancellations / amendments to bookings.

Time Out Club operates a 14-day notice period for cancellations and amendments to bookings.

Cancellations and amendments made up to 14 days in advance will not be charged.

All cancellations and amendments made 14 days or less from the booked session date will be charged in full. This includes ad-hoc bookings which have been confirmed by Time Out Club, any regular bookings which fall within the notice period and early collection of children from the club.

Cancellation due to illness will be charged in full (unless 14 days' notice is given).

Cancellation due to school sports fixtures, school trips and school closure will **not** be charged.

All cancellations or amendments to your reservation must be made by email to manlandtimeoutclub@gmail.com or via a text message to 07807 921246. Your cancellation or amendment will be confirmed by a member of staff.

3. Late Collection

Failure to collect children by 6.15pm on Monday-Thursday, or 5.15pm on Friday, will result in a late fee of £10 per 15 minutes (or part of).

4. Payment methods.

Time Out Club accepts the following payment methods:

Bank Transfer

Please quote your invoice number / child(ren)s name on the payment.

Name: TIMEOUT AFTER SCHOOL AND BREAKFAST CLUB

Sort code: 30 – 99 – 50

Account Number: 46125068

Childcare Vouchers

Please contact your voucher provider and quote the Time Out Club registration number. Please ensure your voucher provider quotes your child(ren)s name on any payment. Information on childcare vouchers can be obtained by emailing manlandtimeoutclub@gmail.com



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5. Overdue Payments

Time Out Club reserves the right to suspend or cancel future bookings where invoices have not been paid by the due date. In extreme cases Time Out Club reserves the right to terminate the family registration.

6. Invoice or payment queries

These should be directed to Time Out Club administration via invoices.timeoutclub@gmail.com

7. Pricing

Our prices are published on our website.

Prices are set in advance. However, Time Out Club reserve the right to alter any price. Time Out will notify all registered parents regarding any pricing alterations in the half term prior to the pricing alteration.

8. Amendments or cancellation to sessions.

Sessions are given in good faith. However, these may be subject to change for reasons of safety, unsuitable weather conditions or other factors which may arise beyond the control of Time Out Club.

9. Data Protection

The personal information requested on our booking form, medical form and signature form is required to enable Time Out Club to safeguard children and staff. This information will not be passed on to any third party without your express permission. It is the parent or guardian's responsibility to update Time Out Club with any changes in personal information including home address, emergency contact telephone numbers and medical information. For further information please refer to our privacy policy.

10. Liability

Time Out Club do not accept any liability for personal injury unless caused by the proven negligence of Time Out Club or its employees. Time Out Club do not accept any liability for the loss or damage of any property belonging to attendees. Time Out Club does not accept responsibility for losses or additional expenses in the event of cancellation or change due to strikes, school closure, disasters, war or the threat of war, acts of terrorism, weather, illness or any event outside the control of the charity.

11. Concerns and complaints

Any concerns/complaints should be raised to the club manager via manlandtimeoutclub@gmail.com or in writing to Time Out Club, Manland Primary School, Sauncey Avenue, Harpenden, Herts, AL5 4QW. Please refer to our complaints policy for further information.

12. Exclusion

Time Out Club reserve the right to refuse or exclude any individual, at any time prior to or during the delivery of childcare services if, in the opinion of Time Out Club, that individual is incompatible with the general well-being and safe running of the Club. In this instance, no refund will be given, and any costs incurred, including any damage, will be passed onto the individual's parent or guardian.