



Time Out Club

Booking Terms and Conditions

1. Registration Fee

An annual registration fee of £17.50 is payable upon registration with the club. The registration fee is payable for each academic year the club is used, or part thereof. The full fee will apply for registration at any point in the academic year. The fee is per family, not per child.

2. Invoicing and payments

Invoices are issued via iPAL and all bookings are payable in advance. Payment can be made at the time of booking, or on a monthly basis. All booked sessions are charged in full regardless of collection time, unless 7 days' notice of early collection is given.

3. Cancellations / amendments to bookings.

Time Out Club operates a 7-day notice period for cancellations and amendments to bookings.

Cancellations and amendments made up to 7 days in advance will not be charged. Cancellation due to school sports fixtures, school trips and school closure will not be charged.

All cancellations and amendments made 7 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 7 days' notice is given).

Cancellations or amendments to bookings with more than 7 days' notice must be made through iPAL.

Cancellations or amendments within the 7-day notice period should be made via email to manlandtimeoutclub@gmail.com or via a text message to 07807 921246.

If Time Out Club is oversubscribed with a waiting list for certain days, the Club Manager may ask for voluntary cancellations to free up spaces. In this case, the voluntary cancellations will not be charged.

4. Ad Hoc Bookings

Time Out Club provides the option of allowing ad hoc bookings. For children who have additional support needs, e.g. enhanced staffing ratios, please discuss any ad hoc requests with the Club Manager in good time to enable Time Out Club to see if provisions can be made to accommodate the request. This is to ensure that the welfare and safety of the child is maintained.

5. Collection from school-run clubs

Time Out staff will collect children from after school clubs that are provided by Manland Primary School on the premises of Manland Primary School. Time Out will charge from 3.20pm if collecting from school clubs to reserve the space for the child and ensure adequate staffing.

6. Departures

Children must be collected by an adult or a responsible teenager over 16 years old. We do not permit Time Out children to walk home alone, under any circumstances.



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7. Late Collection

Failure to collect children by 6.20pm on Monday-Thursday, or 5.20pm on Friday, will result in a late fee of £10 per 15 minutes (or part of).

8. 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

9. 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.

10. Invoice or payment queries

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

11. 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.

12. 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.

13. 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.

14. 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.



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15. 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.

16. 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.