

Belsay Daycare Summer Holiday Club 2026

Booking Terms and Conditions

1. About us and these terms

The Summer Holiday Club ("the Club") is run by Belsay Daycare Ltd ("we", "us", "our"), a community managed, not-for-profit charitable limited company (Charity Number 1124855, Ofsted Number EY403336). We operate from our purpose-built classroom in the grounds of Belsay Primary School, Belsay, Newcastle upon Tyne NE20 0ET. We are independent of, and not controlled by, Belsay Primary School or Northumberland County Council.

These terms apply to all bookings for the Club. By submitting a booking form you ("the parent or carer") confirm that you have read, understood and agree to these terms on behalf of yourself and your child or children named on the form. They sit alongside our wider setting policies, which are available at www.belsaydaycare.co.uk and on request.

2. The Club

The Club runs 9am to 3pm on the following dates:

- Week 1: Monday 20, Tuesday 21 and Wednesday 22 July 2026
- Week 3: Monday 3, Tuesday 4 and Wednesday 5 August 2026
- Week 5: Monday 17, Tuesday 18 and Wednesday 19 August 2026

Every Wednesday is a themed activity day. The Club is open to children aged 2 to 12. You may book single days or full blocks. The running of the Club and individual sessions is subject to minimum numbers.

3. Fees

The fee is £35 per child, per day, for the standard 9am to 3pm session.

Children should bring a nut-free packed lunch each day, as we have children with known nut allergies. Snacks and drinking water are provided.

4. How to book, and how a place is secured

Places are offered on a first come, first served basis. Booking is a two-stage process:

1. **Reserving a place.** Completing and submitting the booking form reserves a place for your child. A reservation is not a confirmed booking and does not guarantee a place. By reserving a place you agree to pay the advertised fee for the sessions booked.
2. **Securing a place.** A place is only secured once we have received full payment in advance for the session or sessions booked. Until full payment is received, the place remains a reservation only and may be released to another family. If sessions are full, we will tell you about any alternatives and can add your child to a waiting list.

Full payment is due within 7 days of booking, or by Friday 10 July 2026 for places in the first week of the Club, whichever is sooner. If payment is not received by the deadline, the reservation will lapse and the place may be offered to someone else.

5. Payment

Please pay by BACS to Belsay Daycare Ltd, Barclays Bank, sort code 20-59-61, account number 13817814, using your child's name as the payment reference. We can also accept Tax-Free Childcare: we are registered to receive these payments, accounts are open to qualifying families with children under 12, and the government adds £2 for every £8 you pay in. See www.gov.uk/tax-free-childcare.

All payments are made directly to Belsay Daycare. Please do not pay through Belsay Primary School.

6. Confirmation

Once we have received full payment we will confirm in writing (by email) that your child's place is secured for the sessions booked. Please check the details and tell us straight away if anything is wrong.

7. Booking information and consents

Before your child attends, you must complete our booking form, which collects: your child's full name, date of birth and home address; parental contact details and who has parental responsibility; emergency contact details; the names, addresses and telephone numbers of any adults authorised to collect your child; and full details of any medical conditions, allergies, dietary requirements, medication and additional or special educational needs (SEND).

The booking form also records your consent for: your child taking part in supervised outdoor activities and equipment; photographs being taken (see section 15); and staff applying factor 50 sun cream as appropriate (see section 13).

You must tell us promptly of any change to this information. We cannot accept a child whose booking form is incomplete, and we may be unable to meet needs that have not been shared with us in advance.

8. If we change or cancel a session

We may need to cancel or change a session, for example if the minimum number is not reached, or for reasons of staffing, safety or circumstances beyond our control. If we cancel a session you have paid for, you will receive a full refund for that session or, if you prefer, a transfer to another available session. If we are unable to open (for example, due to adverse weather), fees for the affected session are not payable and will be refunded. Our liability for a cancelled session is limited to a refund of the fees paid for it.

9. If you need to cancel

Cancellations must be made in writing (by email) to Belsaypreschool@yahoo.co.uk.

- More than 14 days before the session: full refund.
- 7 to 14 days before the session: 50% refund.
- Less than 7 days before the session, or non-attendance: no refund.

We are a small, not-for-profit charity and plan and pay for staffing around confirmed bookings, which is why later cancellations cannot usually be refunded. We will always try to

be fair in genuinely exceptional circumstances. Places are not transferable to another family without our agreement.

10. Arrival, collection and lateness

Children are dropped off and collected at the setting by their parents or carers. Sessions run 9am to 3pm. Please arrive promptly.

Your child will only be released to you or to an adult you have named on the booking form as authorised to collect them, and that person must be aged 16 or over. We may check identity. If someone different needs to collect your child, you must tell us in advance in writing, and we will agree how to verify who they are.

If you are going to be late, please phone the setting as soon as you can on 01661 881704. If a child is not collected within 30 minutes of the expected time and we cannot reach you or any named contact, we follow our Uncollected Child procedure. Late collection is charged at £10 for the first 15-minute interval (or part of one) and £15 for each 15-minute interval after that. The charge applies to the first child in a family only, with no extra charge for siblings.

11. Eligibility and age range

The Club is open to children aged 2 to 12. We plan staffing around the ages attending, including the higher ratio required for our youngest children, so accurate ages at booking are essential.

12. Safeguarding and behaviour

The welfare and safety of every child is our first priority. We follow our Safeguarding Policy and the Northumberland Child Protection Guidelines, and all staff are appropriately trained and vetted.

We expect children to follow our usual rules with their parent or carer's support, including no mobile phone use during the Club. We will always work with you to support your child, but we reserve the right to suspend or withdraw a place where a child's behaviour puts the safety or wellbeing of others at risk, in line with our Behaviour Management Policy. We will discuss any concerns with you first wherever possible.

13. Illness, medication and accidents

Please do not send your child if they are unwell or have an infectious condition. If your child becomes unwell during a session, we will contact you to collect them. In an emergency we will seek appropriate medical help and contact you as soon as possible.

By accepting these terms when you submit the booking form, you consent to staff seeking emergency medical or dental treatment for your child, including your child being taken to a doctor, hospital or dentist where necessary, if we are unable to reach you in time.

We will only give medication with your prior written consent and instructions. Please provide any medication your child needs (such as an inhaler or auto-injector) clearly labelled. Staff will apply factor 50 sun cream where appropriate, with your consent given on the booking form, in line with our Sun Care Policy. Accidents and incidents are recorded and shared with you in line with our Recording and Reporting Accidents and Incidents Policy.

14. Food, allergies and what to bring

Please send your child with a nut-free packed lunch each day. We have children with known nut allergies, so we ask every family to help keep the Club nut-free. Snacks and drinking water are provided. Please make sure we know about every allergy and dietary requirement in advance.

Please also send weather-appropriate clothing and footwear, sun cream, a sun hat, a named water bottle and a coat or waterproof as needed. Please label belongings. We cannot accept responsibility for lost or damaged personal items.

15. Photographs and media

We may take photographs and video of activities. On the booking form you can give or withhold consent separately for two uses: first, photographs and video being taken and used within the setting, for the Club's records and displays; and second, photographs and video being used externally, in newsletters, on the Belsay Daycare website and social media, and in publicity. We will only use images in line with the consent you give, and you can change your preferences at any time by contacting us.

16. Data protection

We collect and hold your information only to run the Club safely and to contact you, and we handle it in line with UK data protection law, our Confidentiality, Information Sharing and Children's Records policies, and the Privacy Notice you receive when you book. We do not share your information except where necessary for your child's care or where the law requires it. You can ask to see, correct or delete the information we hold. If you have a data concern you cannot resolve with us, you can contact the Information Commissioner's Office at ico.org.uk.

17. Insurance and liability

The Club is covered by our public liability insurance. We take reasonable care of every child in our charge. Nothing in these terms limits our liability for death or personal injury caused by our negligence, or anything else that cannot lawfully be excluded. Otherwise, our liability is limited to the fees paid for the affected session or sessions.

18. Complaints

We welcome any concern and aim to resolve it quickly. Please raise it first, informally, with the Manager. If that does not resolve matters, please put it in writing to the Manager and the Chair of the management committee. We acknowledge written complaints as soon as possible, usually within three working days, and provide the findings of any investigation within 28 days (or within 20 days where the complaint relates to a requirement of registration), in line with our Complaints Procedure. Ofsted can be contacted about child protection or registration concerns.

19. Acceptance

By submitting a booking form you confirm that you have read and agree to these terms, that the information you have given is accurate, and that you understand that completing the form reserves a place only, and that full payment in advance is required to secure it.

Contact: Belsay Daycare, Belsay Primary School, Belsay, Newcastle upon Tyne NE20 0ET.
Tel 01661 881704. Email Belsaypreschool@yahoo.co.uk. Web www.belsaydaycare.co.uk.