



Department of Education, Sport and Culture – Youth Service Terms and Conditions for Holiday Clubs

1. Holiday Club offer is an extension of the normal term time offer from the Youth Club. Young people attending the offer need to be able to express that they wish to attend the club. Children, parents and carers are reminded that the club is not a typical holiday activity session or childcare offer and that the offer is aimed at strengthening relationships and positive experiences for club members.
2. Where a Young Person appears to be attending under duress, The Service reserves the right to discuss this with Parents/Carers and ultimately may decide that the Young Person should no longer attend. In such circumstance a refund for any remaining days will be provided.
2. Children attending a Holiday offer will be existing member of the club or will need to become a member of the club. The club's rules and expectations are available from the club, and the General club handbook is available on the Youth Service Website.
3. Once you have made a booking for a Holiday club, you have 5 days from the time of booking to contact the area worker to request a cancellation or to change your booking. Bookings cannot be cancelled or changed outside of this period. Bookings are non – transferable between holiday periods. Credit cannot be given for use on future bookings.
4. Outside of the 5 days booking period, refunds will only be issued if a member cannot attend a booking due to injury or sickness and will be given ONLY on receipt of a Doctor's note. There are on occasion exceptional circumstances where it may be appropriate for the Youth Club to issue a refund. This is at the discretion of the Senior Management team of the Youth Service whose decision is final.
5. Where a club has been cancelled by the Youth Service, you will be contacted and offered a refund. Where a club is cancelled at short notice it may not be possible for all participants to be contacted prior to arriving at the venue. The Youth Service is not responsible for any additional costs incurred due to any club cancellations.
6. If a member is sent home for unacceptable behaviour from any club prior to the advertised end time, no refunds or discounts are available. If a member is to be sent home, they will not be allowed to continue to take part in the club and must be collected as soon as possible.
7. Youth Service operates a zero-tolerance approach to bullying and disruptive behaviour, and we reserve the right to send any member home from any club.
8. If your child has any significant needs/disabilities, including medical conditions, that the Youth club needs to be aware of to safeguard your child's welfare, please ensure these have been included when completing the membership form and you have raised this with the Youth Worker in Charge. The Youth Service may contact you to discuss appropriate support arrangements ahead of your child's attendance on the Holiday Club.
9. If your child's needs appear to be more complex than those described on the submitted documentation, The Youth Service reserves the right to contact you as the parent/guardian/carer to come and collect the member from the club to safeguard the welfare of the member.
10. Please ensure your child brings the listed items for the Club as various activities, inside and outdoors can take place. Where a member does not have the correct equipment, it may result in the member



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being unable to be hosted for the activity and will need to leave with the responsible adult who has dropped them off.

11. The Youth Service is only responsible for members within the stated times that the club is running. Any member dropped off early will be unsupervised. All members are to be collected at the advertised end time of the club. Members may not be left unsupervised and following the advertised end time of the club, staff will not be available, and you may be liable for any additional staffing charges incurred by the Youth Service as a result of late collection.
12. Any member booked onto a full day club will be required to bring a packed lunch.
13. Any lost property will be kept for a period of one month from the day of the club. Please contact the Youth club within one month of your child misplacing their belongings. A detailed description of the item will be required to try and locate it. The Department accept no responsibility for loss or damage to any personal property whilst your child is attending schemes.
14. In the case of gross negligence by the Youth Service, the Youth Service and its employees accept no responsibility or liability in the event of death, loss or injury when attending a Club.

Please note that The Youth Service reserves the right to update and amend these Terms and Conditions and in resolving any disputes The Youth Service will apply these Terms and Conditions to each individual case and will make an informed decision accordingly.