Booking Terms & Conditions – Summer Enrichment Programme

Booking

Bookings can only be made via the dedicated booking link provided by the Stephen Perse. We regret that bookings via emails will not be accepted. Programme fees can be paid by both card and/or childcare vouchers. Bookings paid for with childcare vouchers are only confirmed upon the Stephen Perse receiving the voucher payments. A confirmation email will be sent to parents to confirm your child's place following receipt of payment.

The Stephen Perse reserves the right to turn down any bookings by parents who still have an outstanding balance to settle from a previous holiday programme.

Cancellation

Payment by card: Programme fees paid by card payments are fully refundable up to 14 days after booking on receipt of written cancellation notice. No fees will be refunded if cancellation notice is received after this period.

Payment by childcare vouchers: Programme fees paid by childcare vouchers are fully refundable up to 14 days after booking on receipt of written cancellation notice. A cancellation admin fee of £25 will be applicable. No fees will be refunded if cancellation notice is received after the 14 days cancellation period. Any refund of childcare vouchers will be returned directly to the provider not to the parent and the Stephen Perse will not be liable for any fees levied by the provider for this. **Programme Fees will not be refunded or waived if the student does not attend, or complete the course.**

Programme Changes

The Stephen Perse reserves the right to cancel or alter a Programme at any time. In the event that we have to cancel a programme for any reason, we will offer alternative provision of the programme to you. If you notify us prior to the start date of the re-arranged programme that you would prefer a refund then we will refund to the person who booked the full value of the amount paid for the programme (or to the childcare voucher provider if paid via this method). The refund will be pro-rated if any part of the Programme has been delivered.

In the event of inclement weather, suitable indoor activities will be organised to replace the outdoor activities, at the discretion of our staff.

Safeguarding

The safety and wellbeing of the children attending our holiday enrichment programmes are our highest priorities. In the event of any safeguarding concern, we will follow our Safeguarding and Child Protection Policy which is available here.

Personal belongings

We do not accept responsibility for loss or damage to your child's personal belongings whilst participating in one of our programmes. You are responsible for ensuring that no valuables (including devices) are brought to the programmes by your child.

Daily Collection

Each child in Reception to Year 5, must be collected by a parent or guardian. The parent or guardian must 'sign out' each child on collection with a member of staff. Year 6 pupils must have express written consent given prior to commencement of the programme, confirming that the child may leave alone. Year 7-10 pupils can leave the site unaccompanied, only at the end of the day, unless the enrichment team are told otherwise in writing before the programme begins.

Concerns

In the unlikely event that you or your child is dissatisfied with the service we provide, in the first instance please raise it with a member of the holiday enrichment programme staff.

If the problem is not resolved to your satisfaction, please write to our team at holidayenrichment@stephenperse.com within 2 days of your child's attendance at the programme.

We take your views and complaints very seriously and will endeavour to resolve any concerns or complaints as quickly as possible. However, refunds will only be issued if we are in breach of these Terms and Conditions.

Personal information
For information about the personal data that we collect from you and what we do with it, please see our privacy notices which can be found on our website.