

Pouncing Panthers - Terms & Conditions

1. PAYMENT

Payment confirms your acceptance of the booking conditions. The named person on the booking confirmation accepts the booking conditions on behalf of all on the booking form.

2. CHEQUES

Unfortunately we are unable to accept cash or cheques for payment of your child's place. Booking is strictly by card online. We take payments online securely via Stripe and accept all credit/debit cards through our booking system.

3. BOOKING ALTERATIONS/LATE BOOKINGS

For holiday camp bookings, alterations will only ever be made subject to availability and with a minimum of 7 full days notice before the day your child is due to attend. Pouncing Panthers reserve the right to charge an administration fee of £5 for this service.

4. CANCELLATIONS/REFUND POLICY

It is not Pouncing Panthers policy to issue cash refunds for any cancellations. If a credit note is issued (see below), the credit note will only be valid for a period of 12 months from the date of issue.

HOLIDAY CLUB CANCELLATIONS (including child sickness):

- We require at least 14 full days notice of cancellation before the day your child is due to attend to issue a 100% credit note.
- We require at least 7 to 13 full days notice of cancellation before the day your child is due to attend to issue a 50% credit note.
- If you cancel your sessions without giving us at least 7 full days notice before the day your child is due to attend, you will not receive any credit.

5. LOST PROPERTY

Please ensure that children do not bring valuable toys and belongings with them as we cannot be held responsible if they go missing. We cannot guarantee the return of lost property, but will endeavor to return items on request that we are able to identify. Parents will be required to pay the cost of postage. Pouncing Panthers will keep lost property for a period of four weeks only. If it

is left unclaimed after this period has expired, Pouncing Panthers will distribute the lost property to local charities.

6. PHOTOGRAPHY

From time to time we take photographs at our venues which may be used for marketing and promotional purposes. If you would rather your child was not included in any photographs, we must be informed in writing before commencement of your booking.

7. MEDICAL INFORMATION

When you book online we will request that you fill in a form that requires any medical information that we should know about. This information will be kept confidential. Information is requested at point of registering your child. If full information is not provided this may result in that child being excluded from certain activities, or if it felt necessary, excluded from using Pouncing Panthers. In such circumstances no refund or credit will be paid. Pouncing Panthers reserve the right to cancel a booking at any time where there has been a failure to provide full information about a child.

8. LATE FEES

It is not possible to book your child onto Pouncing Panthers without prior registration and payment. Therefore, no late fee's will be implemented for your child's place.

9. SAFEGUARDING

Pouncing Panther's staff have a duty to respond if they suspect a child in their care may be suffering from abuse, or if a child makes a disclosure about abuse. In this event the relevant staff will follow the Safeguarding Children's Policy as detailed in our policies and procedures.

10. RATIOS/AGE GROUPS

Pouncing Panthers ratio of staff to children normally exceeds all statutory requirements. The actual ratio varies between activities and age groups. Pouncing Panthers does not offer any higher staff ratio than 1:8, irrespective of any child's additional needs unless arranged and agreed previously.

We always endeavour to group children within our advertised age groups, however due to a regulatory requirement to maintain staff to child ratio's, dependent on the actual ages of the children

attending on the day, we reserve the right to group children differently to that advertised.

11. LIABILITY

Pouncing Panthers does not accept liability for personal injury or death of any participants unless directly caused by the proven negligence of the company or its servants.

12. INSURANCE

All children in our care are covered by our Public Liability Insurance.

13. EXCLUSION

Pouncing Panthers reserves the right to exclude or refuse any person without notice, if we consider that their presence compromises the good atmosphere of the club. Transport home will be the responsibility of the parent and no refund/credit will be available.

14. PROGRAMME CHANGES

Pouncing Panthers reserves the right to amend its services and activity programme, content, times, dates and venue in the event of unsuitable weather conditions, failure of equipment, building faults and any other operational faults that may arise from time to time, without refund or compensation to the customer.

15. ENFORCED VENUE CLOSURE

If Pouncing Panthers is forced to close due to the compulsory closure of its premises by order of a competent authority (e.g. School, Local Authority, Environmental Health etc.), due to bad weather (e.g. Snow, Ice, Flood etc.), outbreak of a human infectious or contagious condition (e.g. Influenza, Meningitis), Industrial Action (teaching strike etc.) or for any other reason, customers will still be liable for any fees due/paid, during the entire period of closure.

16. COMPLAINTS

Pouncing Panthers is committed to providing high quality children's holiday care. If you or your child were not entirely satisfied with the service we provided, then we would like to know about it any complaint should first be made to the Club Manager, who will complete a complaints report, and do everything possible to

ensure the complaint is dealt with as quickly and effectively as possible. If the complainant feels that the outcome of the complaint is insufficient, or would like to take the grievance further, the complaint should be made in writing and sent to:

Managing Director - Pouncing Panthers
Mudeford Wood Community Centre
Pipers Drive, Mudeford
Christchurch BH23 4TR

17. DISCOUNT CODE RULES & REGULATIONS

Pouncing Panthers occasionally offer discount codes for those families that would like to try the camps before fully committing. Our system will recognise the surname and address to prevent any discount offer being used multiple times. Any misuse of discount offers will result in the termination of your booking/s and with regret, your child/children will no longer be accepted on the holiday camps at Pouncing Panthers.

18. DATA PROTECTION

Pouncing Panthers acts as a Data Controller for the purpose of the Data Protection Act 1998. We need to collect relevant personal details from you and the children you are booking to enable us to process your booking. This information might include names, ages and any applicable medical or dietary restrictions and in some cases credit/debit card or other payment details. It is your responsibility to ensure that you have the necessary permission to pass on the personal details of all the children that you are making a booking for. Additionally we hold and use some of your details for future marketing purposes, for example sending you promotional information. Please let us know as soon as possible if you do not want to receive future mailings from Pouncing Panthers.