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SCHOOLZ OUT[®]

TERMS & CONDITIONS

— Parent Booking Agreement —

Version 1.0

Effective From: **September 2026**



PE & PPA
COVER



WRAPAROUND
CARE



AFTER SCHOOL
CLUBS



ENRICHMENT
ACTIVITIES



HOLIDAY
CAMPS

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WELCOME TO SCHOOLZ OUT

Thank you for choosing **SCHOOLZ OUT**.



OUR AIM IS SIMPLE...

To provide safe, exciting and inspiring **sport**, **enrichment** and **childcare** experiences that children love and parents trust.



These Terms & Conditions explain how our clubs operate and help ensure every child enjoys the best possible experience.

THESE TERMS APPLY TO:



WRAPAROUND CARE



AFTER SCHOOL CLUBS



HOLIDAY ACTIVITIES



PE & PPA PROVISION
(where applicable)



SCHOOL PARTNERSHIP
ACTIVITIES



SAFE

Your child's safety is at the heart of everything we do.



INSPIRING

We create exciting experiences that build confidence and encourage a love of learning.



SUPPORTIVE

We work together with families and schools to support every child to thrive.



FUN

We believe children learn best when they're happy, active and having fun!



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BOOKING & REGISTRATION

We want booking and registering with **SCHOOLZ OUT** to be simple, clear and stress-free for every parent.



BOOKING A PLACE

- ✓ Places are booked via our online or school booking system.
- ✓ Bookings are confirmed once payment is received (where applicable).
- ✓ Spaces are limited – early booking is recommended.



REGISTRATION DETAILS

- ✓ We collect essential information to keep your child safe.
- ✓ Please provide accurate and up-to-date details.
- ✓ Inform us of any changes as soon as possible.



MEDICAL INFORMATION

- ✓ Please tell us about any medical conditions, allergies or dietary needs.
- ✓ This information helps us provide the best possible care.
- ✓ Medication must be declared and authorised in advance.



EMERGENCY CONTACTS

- ✓ We require at least two emergency contact numbers.
- ✓ Make sure we always have someone who can be reached.
- ✓ Keep your contact details up to date.



COLLECTING YOUR CHILD

- ✓ Please collect your child promptly at the end of the session.
- ✓ Only authorised adults may collect your child.
- ✓ If someone different is collecting, please let us know in advance.



UPDATING INFORMATION

- ✓ Life changes – and so does your information.
- ✓ Please inform us of any changes to contact, medical or collection details.
- ✓ You can update your details at any time.



THANK YOU FOR HELPING US KEEP YOUR CHILD SAFE

Accurate and up-to-date information allows us to provide the highest level of care, safety and support for every child.





PAYMENTS

We aim to keep our payment process simple, secure and transparent for all families.

The information below explains how payments work for our clubs and activities.



1



BOOKING CONFIRMATION

Once you have booked a place, you will receive a confirmation email with details of your booking and payment plan.

Your booking is not confirmed until payment (or direct debit set up) has been received.



2



PAYMENT METHODS

We accept payment by Direct Debit, all major debit/credit cards and online bank transfer.

All payments are processed securely through our trusted online system.



3



PAYMENT DUE DATES

Fees are payable in advance on the dates agreed at the time of booking.

For Direct Debit, payments are taken on the 4th of each month (or the next working day).



4



LATE PAYMENTS

If a payment fails or is late, we may charge a late payment fee of £10.

Repeated late payments may result in your child's place being suspended until the account is up to date.



5



OUTSTANDING BALANCES

Please ensure your account is kept up to date.

Statements can be viewed in your online account at any time.

We reserve the right to suspend or withdraw your child's place if an account remains outstanding.



6



NON-PAYMENT

If payment is not received after reminders have been sent, we may withdraw your child's place and refer the account to a debt recovery service.

Any costs incurred will be passed on to the account holder.



7



REFUND POLICY

We do not offer refunds for change of mind, non-attendance or cancellation with less than the required notice.

Refunds or credits may be offered at our discretion in exceptional circumstances.

Please see the Cancellations section on the next page for further details.



WE'RE HERE TO HELP

If you have any questions about payments or your account, our friendly team is always happy to help.



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CANCELLATIONS

We understand that plans can change. Below is a clear guide to our cancellation policies to help you understand your options.



1



PARENT CANCELLATION

- We require 30 days' written notice to cancel a regular club place.
- Notice can be given via email to our office.
- Cancellations will be processed at the end of the notice period.
- Any payments already taken within the notice period are non-refundable.



2



SCHOOLZ OUT CANCELLATION

- In the rare event that we need to cancel a session, we will let you know as soon as possible.
- We will always try to offer an alternative date or a credit.
- If this is not possible, you will receive a full refund for the cancelled session.



3



EXTREME WEATHER

- If severe weather makes it unsafe to run sessions, we will make the decision in the best interests of children and staff.
- We will communicate any changes as early as possible.
- Alternative dates or credits will be offered where possible.



REFUNDS

- Refunds are only given if we cancel a session and are unable to offer an alternative.
- Refunds will be processed using the original payment method.



CREDITS

- Credits can be used for future SCHOOLZ OUT sessions or activities.
- Credits are valid for 6 months from the date of issue.
- Credits are non-transferable and cannot be exchanged for cash.



FORCE MAJEURE

- We are not responsible for cancellations caused by events beyond our control.
- This includes, but is not limited to, natural disasters, government restrictions, or venue closures.
- We will do our best to reschedule or offer alternatives.



WE'RE HERE TO HELP

If you have any questions about cancellations, refunds or credits, our friendly team is always happy to help.



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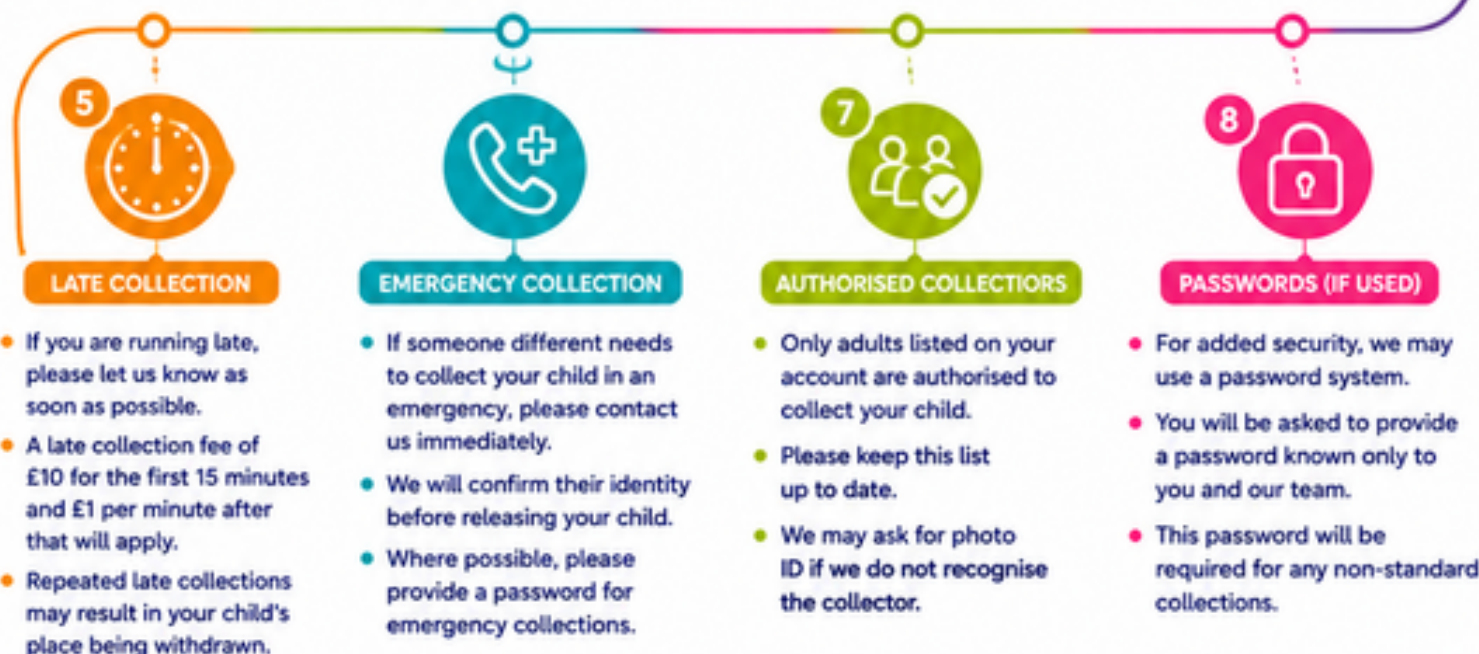


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ARRIVAL & COLLECTION

We have clear arrival and collection procedures in place to keep your child safe and make the experience as smooth as possible for everyone.



WE'RE HERE TO HELP

If you have any questions about arrival, collection or any of our procedures, our friendly team is always happy to help.



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HEALTH & SAFETY

The health, safety and wellbeing of every child in our care is our top priority.

We follow strict procedures to ensure a safe and supportive environment at all times.



1



MEDICAL CONDITIONS

- Please tell us about any medical conditions your child has.
- This helps us provide the right care and support.
- Keep us informed of any changes.

2



MEDICATION

- Medication can only be administered with prior written permission.
- Medication must be in date, in the original container and clearly labelled.
- A medication form must be completed.

3



ALLERGIES

- Please inform us of any allergies or dietary requirements.
- We will take all reasonable steps to manage and minimise any risks.
- Menus and activities are planned with this in mind.

4



ACCIDENTS

- If your child has an accident, we will provide the appropriate care.
- You will be informed of any incidents at the end of the session.
- Incident records are kept for all accidents.

5



FIRST AID

- Our staff are trained in Paediatric First Aid.
- First aid will be provided if required.
- We have first aid kits on site at all times.
- All incidents are recorded.

6



ILLNESS

- If your child is unwell, please do not send them to a session.
- We may contact you if your child becomes unwell during a session.
- Children must be fit and well to take part.

7



EXCLUSION PERIODS

- Certain illnesses require a period of exclusion to stop the spread of infection.
- Please follow NHS guidance on exclusion periods.
- We may ask you to collect your child if they are infectious.

8



EMERGENCY TREATMENT

- In a serious emergency, we will contact emergency services.
- We will always try to contact you or your emergency contacts first.
- We will accompany your child to hospital if necessary.

9



SAFEGUARDING

- Safeguarding is everyone's responsibility.
- All staff are DBS checked and trained in safeguarding.
- We follow strict safeguarding procedures at all times.
- Any concerns are reported immediately.

10



OUR PROMISE

- We provide a safe, inclusive and positive environment.
- Your child's wellbeing is at the heart of everything we do.
- Thank you for working with us to keep everyone safe.



WE'RE HERE TO HELP

If you have any questions about health, safety or wellbeing, our friendly team is always happy to help.



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BEHAVIOUR

We believe that positive behaviour helps create a fun, safe and respectful environment where every child can thrive.

We all have a part to play in making **SCHOOLZ OUT** a place where children feel happy, supported and valued.



OUR EXPECTATIONS



CHILDREN

- Have fun and try your best
- Listen to and follow instructions
- Be kind, honest and helpful
- Respect others and their belongings
- Keep everyone safe
- Use positive words and actions



We celebrate effort, kindness and teamwork!



PARENTS

- Support and encourage your child
- Ensure they arrive on time
- Provide accurate information
- Respect our staff and other families
- Follow our policies and procedures
- Speak to us if you have a concern



We're a team – working together for your child.



STAFF

- Be positive role models
- Create a safe and inclusive space
- Treat every child with respect
- Communicate clearly and kindly
- Use fair and consistent approaches
- Always act in your child's best interest



We are here to inspire, support and protect.



RESPECT

We treat everyone with respect regardless of age, ability, gender, race, religion or background.

Disrespectful behaviour will not be accepted.



BULLYING

Bullying of any kind is never tolerated. This includes physical, verbal or online behaviour.

We will take all concerns seriously and act quickly.



BEHAVIOUR MANAGEMENT

We use positive reinforcement and age-appropriate strategies to promote good behaviour.

If a child needs support, we will speak with them and guide them.



REMOVAL FROM ACTIVITIES

If a child's behaviour puts themselves, others or staff at risk and does not improve, we may ask them not to attend future sessions.

We will always talk with parents first and work together to find the best solution.



OUR COMMITMENT

We will always lead with kindness, fairness and understanding. Our goal is to help every child feel confident, included and able to enjoy their time with **SCHOOLZ OUT**.



WE'RE HERE TO HELP

If you have any questions or concerns about behaviour, please speak to a member of our team. We're always happy to help.



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PHOTOGRAPHY & COMMUNICATION

We love to share the amazing experiences and achievements of the children in our care.

We communicate in a variety of ways to keep you informed and connected.



PHOTOS

- We take photos during activities to celebrate learning and fun.
- Photos may be used in displays, newsletters or on our website and social media.
- We will always use appropriate photos that respect and protect all children.



You can let us know at any time if you do not want photos of your child to be used.



VIDEOS

- We may capture short videos to showcase activities, achievements and events.
- Videos may be used on our website, social media or in promotional material.
- We will always ensure videos are appropriate and respectful.



You can opt out of video filming at any time by contacting our office.



SOCIAL MEDIA

- We share updates, photos and news on our social media channels.
- We never use children's full names or personal details.
- We encourage positive comments and will remove inappropriate content.



Follow us and be part of our SCHOOLZ OUT community!



PARENT COMMUNICATION

- We keep you informed through different channels.
- You will always receive important updates about our sessions and your child.
- If you have any questions, we are always here to help.



EMAIL

- We send emails with key information, reminders and updates.
- Please check your inbox (and spam folder) so you don't miss anything.



Make sure we have your current email address.



TEXT MESSAGES

- We use text messages for urgent updates and reminders.
- Please ensure we have your up-to-date mobile number.
- Standard network rates may apply.



Save our number so our messages come straight through.



WEBSITE

- Our website has information about our programmes, teams, policies and news.
- You can find booking details and important documents online.



Visit us anytime at www.schoolzout.co.uk



MARKETING

- We may use testimonials, photos or quotes in marketing materials.
- We will only use first names and always with permission.
- This helps other families learn about SCHOOLZ OUT.



You can withdraw consent for marketing at any time.



WE'RE HERE TO HELP

If you have any questions about photography or communication, or would like to update your preferences, please get in touch.



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OUR RESPONSIBILITIES

WORKING TOGETHER FOR EVERY CHILD

Every successful SCHOOLZ OUT session is built on a partnership between our team and your family.

We are committed to delivering safe, inspiring and memorable experiences for every child. By working together, we can create an environment where children feel confident, supported and excited to learn, play and grow.



SCHOOLZ OUT WILL ALWAYS



QUALIFIED STAFF

Provide trained, experienced and DBS-checked staff for every session.



SAFEGUARDING FIRST

Place safeguarding at the centre of everything we do and follow robust safeguarding procedures.



PLAN SAFE ACTIVITIES

Risk assess all activities and venues to ensure children can participate safely.



PUT CHILDREN FIRST

Create a positive, inclusive and supportive environment where every child feels valued.



CARRY APPROPRIATE INSURANCE

Maintain appropriate Public Liability and Employer's Liability Insurance for all activities.



DELIVER OUTSTANDING SERVICE

Communicate professionally, respond promptly and continually strive to provide the highest standards of care.



OUR COMMITMENT

We promise to deliver every session with professionalism, enthusiasm and a genuine passion for helping children thrive.

PARTNERSHIP



Together we create outstanding experiences.



PARENTS AGREE TO



KEEP INFORMATION UP TO DATE

Provide accurate registration details and notify us promptly of any changes.



SHARE MEDICAL INFORMATION

Inform us of any medical conditions, allergies, dietary requirements or additional needs before attendance.



MAINTAIN EMERGENCY CONTACTS

Ensure emergency contact details are always current and available during sessions.



ARRIVE PROMPTLY

Collect children on time and follow all collection procedures.



TREAT EVERYONE WITH RESPECT

Support a positive environment by treating staff, children and other families courteously.



FOLLOW CLUB PROCEDURES

Read and comply with SCHOOLZ OUT policies, procedures and Terms & Conditions.



WORKING TOGETHER

By working together we can provide every child with a safe, enjoyable and memorable experience every time they attend.

OUR SHARED PROMISE

When schools, parents and SCHOOLZ OUT work together, children benefit the most.

Every decision we make is guided by one simple goal:
Helping every child **Play** • **Create** • **Learn** • **Grow** with confidence.



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LEGAL INFORMATION

PROTECTING YOUR CHILD

Peace of Mind Every Day

At SCHOOLZ OUT® we are committed to providing a safe, professional and well-managed environment for every child in our care.

This page explains the legal information that helps protect children, parents and our organisation while ensuring every activity is delivered to the highest standards.



INSURANCE

Fully Insured

SCHOOLZ OUT maintains appropriate Public Liability and Employer's Liability Insurance together with any additional insurance required for the services we provide.

Copies of our insurance certificates are available upon request.



LIABILITY

Liability

Whilst every reasonable care is taken to ensure the safety of every child, participation in physical activity carries an element of inherent risk.

SCHOOLZ OUT accepts responsibility only where required by law and cannot be held responsible for circumstances outside our reasonable control.



LOST PROPERTY

Lost Property

Please ensure all clothing and belongings are clearly labelled.

Lost property will be retained for a reasonable period before being donated or responsibly disposed of.

We cannot accept responsibility for personal belongings brought to our activities.



COMPLAINTS

Complaints

We always welcome feedback.

If something hasn't met your expectations, please speak with a member of our team in the first instance.

If the matter cannot be resolved immediately, please contact our office where it will be investigated promptly and fairly.



CHANGES TO TERMS

Changes to these Terms

From time to time these Terms & Conditions may be updated to reflect changes in legislation, safeguarding guidance or the services we provide.

The latest version will always be available on our website.



DATA PROTECTION

Your Privacy

Personal information is handled in accordance with our:

Privacy Policy & Data Protection Statement

Copies are available via our website or on request.

OUR COMMITMENT

We believe parents deserve complete confidence when choosing childcare and enrichment activities.

Our commitment is to operate professionally, communicate openly and continually provide safe, enjoyable experiences that children love and parents trust.



FULLY INSURED



GDPR COMPLIANT



SAFEGUARDING FIRST



PARENT FOCUSED



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CONTACT US

We are always here to help. Whether you have a question, need support or want to give us feedback, please get in touch using the details below.

We look forward to hearing from you!



GET IN TOUCH



OFFICE

Our friendly office team is here to help you Monday to Friday, 9:00am – 5:00pm.

info@schoolzout.co.uk



WEBSITE

For information about our programmes, policies, bookings and more, please visit:

www.schoolzout.co.uk



TELEPHONE

Give us a call during office hours.

+44 1279 797778



ADDRESS

SCHOOLZ OUT

Unit 1, Foundry Court
Bishops Stortford, Hertfordshire
CM23 2TQ



COMPLAINTS

If you wish to make a complaint, please contact our office and we will guide you through our complaints procedure.

info@schoolzout.co.uk



REVIEW DATE

These Terms & Conditions are reviewed regularly to ensure they remain up to date.

Next review date: July 2026



OUR PROMISE

At SCHOOLZ OUT we believe every child deserves to enjoy safe, inspiring and memorable experiences in an environment where they can play, create, learn and grow with confidence.



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