



ROCC @ Rivermead Inclusive Trust
Forge Lane, Gillingham
Kent ME7 1UG
Telephone: 01634 338348
Email: shortbreaks@rivermead.medway.sch.uk

Booking Policy

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

Should your cheque be presented at the bank and returned unpaid, a charge of £5 will be added to your account on each occasion.

3.BOOKING ALTERATIONS/LATE BOOKINGS

For ROCC session 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.

For bookings requested after the booking deadline has passed, places will only be offered subject to availability and reasonable notice.

4.CANCELLATIONS/REFUND POLICY

It is not ROCC 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 and are at the discretion of management.

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





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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 endeavour to return items on request that we are able to identify. ROCC will keep lost property for a period of four weeks only. If it is left unclaimed after this period has expired, ROCC 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 please ensure consent form (included) is completed.

7.MEDICAL INFORMATION

If you book by telephone we will ask you for relevant medical information, allergies, additional needs and dietary restrictions regarding your child. If you book via email the same 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 ROCC. In such circumstances no refund or credit will be paid. ROCC 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

ROCC reserves the right to terminate a child's place if there is evidence of persistent late collection. Late collection is defined as more than 10 minutes past the collection time stated on the booking form

9.SAFEGUARDING

ROCC 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





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ROCC ratio of staff to children normally exceeds all statutory requirements. The actual ratio varies between activities, age and specific need of the child.

11.LIABILITY

ROCC 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

ROCC 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. BEHAVIOUR

ROCC will not tolerate any form of

- Racial harassment
- Violence and Aggression
- Verbal Abuse
- Threatening behaviour including bullying
- Dishonesty
- Deliberate disobedience
- Discrimination
- Lack of respect
- Using unacceptable language
- Deliberately damaging property
- Disrupting play and learning
- Taking things that do not belong to us

ROCC reserves the right to exclude young people displaying the above behaviour. No refund or credit note will be issued.





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15.PROGRAMME CHANGES

ROCC 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.

16.POLICIES AND PROCEDURES

Copies of ROCC's policies and procedures are available at the activity venue or will be sent to parents on request.

17.ENFORCED VENUE CLOSURE

If at any time ROCC is forced to close due to the compulsory closure of its premises by order of a competent authority (eg School, Local Authority, Environmental Health Etc), due to bad weather (eg Snow, Ice, Flood etc), outbreak of a human infectious or contagious condition (eg 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.

18.COMPLAINTS

ROCC 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 Manager, who will complete a complaints report, and do everything possible to ensure the complaint is dealt with as quickly and effectively as possible.

19.DATA PROTECTION

ROCC 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 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





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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 ROCC

20. OFFER OF PLACES

ROCC reserve the right decline applications should we feel it unsafe for the young person to attend.

