

The Hills Academy Prime Time – Magic Booking

Terms & Conditions

Bookings

- Bookings must be made through <https://thehillsacademy.magicbooking.co.uk>
- All bookings are subject to availability.
- The person making the booking accepts the booking conditions on behalf of the account holder
- All bookings must be paid for at time of booking unless card instalment plan is selected at time of booking or you are paying by Childcare Vouchers/Tax Free Childcare.

Cancellation Notice and Charges:

- It is the account holder's responsibility to cancel sessions.
- Any booked sessions which are not attended are still charged unless the sessions have been cancelled by 6pm the day before for Breakfast/morning club and 10am on the day of the afternoon booking.
- Parents must inform the school office by email if their children are arriving late at after school club due to attending an extra-curricular club.
- For Breakfast and After School clubs we are not able to swap sessions unless the 24 hours notice is given.
- Any booked sessions which are not attended and not cancelled in the given time are still charged.
- All bookings must be made in advance.
- It is the parents' responsibility to inform the school if their child is attending Prime Time club.
- It is the parents' responsibility to let the school know of any late cancellations. Charges may be waived for this in exceptional circumstances.

Special Offers and Discount codes

- Vouchers or offers may be available but can only be used for the purpose stated.
- Only one offer can be used per booking.
- Each voucher code can only be used once per customer.
- Each voucher code can only be used on one booking and will not be valid if you would like to book further days on a separate booking before the voucher deadline ends.
- Offers and discounts may be withdrawn at any time.

Payments and Overdue Balances

- Types of payment available are Credit/Debit card, Childcare Voucher or Tax Free Childcare.
- When paying by Childcare Vouchers or Tax Free Childcare, please use your child's full name as the payment reference.
- Having an overdue balance may lead to the termination of your child's place within the club.

Late Collection Fees:

- A charge of £5 per 10 minutes per child will be applied to all collections made after 6pm.

Safeguarding and Welfare:

- If your child does not arrive at a booked session and we have not been advised of their non-attendance by you the parent, we will begin our Missing Child Procedure.

- We are committed to safeguarding all the children in our care from harm and abuse.

Medication:

- The procedures within Prime Time are the same as in school. A medical form must be completed and we only administer antibiotics that are four times a day.

Collecting:

- Children can only be collected by an adult over the age of 16 who has been authorised to collect them which is done by the parent adding collectors on their account as a collector. A password must be given if it is not the parent collecting. The password is the same as the one that is recorded for the main school.
- A year 5 or 6 child may walk home on their own if permission has been given in writing by the parent. However, this is only at the end of the booked session unless the parent is contacted beforehand to confirm they are at home to receive the child.

Exclusion:

- Prime Time reserves the right to exclude or refuse any person on future bookings, if we consider that their presence compromises the good atmosphere of the club. This will not be done after discussion with the parent.

Forced Closures:

- If Prime Time is forced to close due to an external factor such as bad weather, infectious or contagious disease outbreak, Power cut, Teacher Strikes or other industrial action, by order of Local Authority or Environmental Health, customers will receive a credit on the account for future use.

Photography:

- Prime Time occasionally take photographs and videos which may be used on a school blog or school facebook. If you would rather your child was not included in any photographs, please ensure your child's details are up to date stating this preference.

Complaints:

- If you or your child were not entirely satisfied with the services we provided, we would appreciate the feedback. Please see our complaints procedure for official steps. If you feel the complaint outcome is insufficient or would like to escalate your grievance further, please email office@thehillsacademy.co.uk

Data Protection:

- The Hills Academy through Magic Booking collect personal details for you and your child to register and enable us to process your booking. It is your responsibility to ensure that you have the necessary permission to pass on the personal details of everyone required. The Hills Academy may hold some of your details for future marketing purposes. Please let us know if you do not want to receive future communication from The Hills Academy.
- For The Hills Academy policies and procedures, please visit: www.thehillsacademy.co.uk
- Parents must agree to the terms and conditions of our booking system to book with us.