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**Bonterre CIC – Summer Club**

**Old Quarry Drive, Holt Heath, Worcester, WR2 6LS**

**Tel: 07879 072103**

**Email: Su@bonterre.co.uk**

**Email:**

**IMPORTANT INFORMATION**

**Please make sure that children bring weather appropriate clothing and footwear, their own sun cream and we recommend insect repellent. Please bring nut-free packed lunches and snacks. There will be a health and safety induction at the start of each day.**

**Bonterre CIC Holiday Club Terms and Conditions**

The following terms and conditions apply:

1. Bonterre CIC is equipped to deliver a land-based recreational and educational holiday club activity via bookings on the specified dates and times. If booking has not been completed, we will not be able to allow attendance.
2. You are required to equip your child / adult with suitable footwear and clothing that is weather appropriate as the activity will occur indoors and outdoors. Failure to provide this could result in your child / adult not being able to participate in all aspects of the activity.
3. Children must bring a packed-lunch for the day. Food brought to our holiday club should be nut-free where possible.
4. With limited availability for Holiday Clubs places, bookings will be made as a first come, first served basis and once all positions are filled, the bookings will close. Confirmation of your booked place will be via email. Please keep the e-mail as a reference to your confirmed place.
5. All bookings are non-refundable.
6. Our holiday club sessions will include a variety of experiences. Staff will decide on the experiences depending on factors such as weather.
7. All booking information must be completed accurately and accordingly.
8. Bonterre CIC, the staff and animals must be respected and treated appropriately. As a condition to your use of our site, you agree to indemnify us and hold us harmless in respect of all losses, damages, fees, costs and expenses (including legal expenses) which may incur by reason of your use of this site in any way not expressly authorised hereby.
9. If children are attending unaccompanied by an adult then parents/guardians should drop off and collect at appropriate times. If there is a problem with collecting, Bonterre CIC staff must be contacted immediately. If there is no response or communication regarding the collection of the child, the appropriate services will be contacted by staff and arrangements made for the child/adult to be collected.

**Bonterre CIC Behaviour Policy**

Bonterre CIC is an exciting environment for educational and recreational encounters including crafts, wildlife walks and games. To ensure all participants gain the most from their experience and stay safe, we require a level of behaviour that enables us to maintain the safety of all participants and visitors. We ask that our site and its resources are respected and the health and safety of our staff and animals is not compromised. Therefore, the following policy must be adhered to:

All unaccompanied and accompanied children, under the supervision of staff during holiday club days, are required to behave in an appropriate manner that ensures the health and safety of all attending parties and the animals at the centre. Children must remain with a member of staff at all times until the session expires or their parent or guardian has collected them.

In the event of inappropriate behaviour, the child will be approached by staff who will intervene accordingly and prevent any potential harm from occurring to the child, others or the animals. If this is not adhered to, then arrangements will be made for the parent or guardian to collect the child. There will be no refund of payments made for the session.

Attending parents and guardians of children must follow staff guidance throughout the session and remain with their child throughout the entirety of the session. Any accompanied child found unattended will be treated as lost and the appropriate services will be contacted.

We encourage a happy and healthy environment for all our visitors and appreciate your cooperation during your time here.

**Covid 19**

The health and safety of anyone on site is taken extremely seriously, but especially in relation to Covid-19. The holiday club will take place mainly outside, but we have sufficient space in order to ensure appropriate social distancing and safety for your child.