

Terms & Conditions

For YMCA Childcare, YMCA Day Camps and YMCA Creative Academy

YMCA Childcare - Term-time (updated January 2022)

These terms and conditions provide the basis of agreement for parent/carers and YMCA in providing our childcare programmes.

1. PARENT/CARERS

1.1 To make your booking you will need to create an online account including username and password using our online bookings system at nottsymca.com facilitated by our external provider MagicBookings.

1.2 You will need to make a booking before your child can start at one of our childcare settings and immediately inform YMCA of any changes to the information provided such as contact details or emergency contact information and inform YMCA if your child has any Special Educational Need and Disability (SEND) or allergies and medical needs.

1.3 Children will not be released to any person who is not usually responsible for collecting them without a password and prior notification. If an individual attempts to collect a child without prior notification, we will not release the child until we have contacted the named responsible adult. The person picking up children must be at least 18 years of age; otherwise, a release to minor form will need to be completed.

1.4 We will not allow any persons we may deem unfit, i.e. under the influence of drink or drugs, to collect children.

1.5 Please inform YMCA if your child is the subject of a court order and provide YMCA with a copy of the order on request.

1.6 You must inform YMCA immediately if your child is not able to attend a booked session by calling the specific site phone number or bookings team on 0115 711 7006. You must inform YMCA in advance of any dates that your child will not be attending the childcare setting.

1.7 Complete a medication administration form if you require our staff to administer any medicine to your child. Please ensure that the medication is prescribed by the doctor/dentist/nurse or pharmacist with a dispensing label showing child's name in the original packaging.

1.8 Inform us immediately if your child is showing symptoms of any contagious illness. You must not allow your child to attend the setting if they are showing symptoms which could be passed on to another child.

2. BOOKINGS AND PAYMENT

2.1 Places are reserved on an annual basis. By booking YMCA Childcare, you are reserving a weekly place for your child for the full academic year. If cancelling, you will cancel your reserved weekly space for the remainder of the year.

2.2 Shift working patterns can be accommodated, please call our bookings team on 0115 711 7006 to discuss availability and payment details.

2.3 Ad-hoc/late bookings are possible, however are subject to each individual setting's availability. If available they are bookable up to 1 hour before the session and are subject to higher fees. Please visit nottsymca.com for fee details. We cannot guarantee the availability of these sessions. Please call our team on 0115 711 7006 to check availability and book an ad-hoc session.

2.4 Details of our current fees are listed at nottsymca.com. We may review these fees at any time, but we will inform you of the revised amount at least one month before it takes effect. If you do not wish to pay the revised fee, you may end your booking with us by giving one months' notice by calling 0115 711 7006 and speaking to the bookings team.

2.5 Fees can be paid for monthly or annually in advance, but a payment schedule must always be in place. You can choose your preferred payment schedule when booking childcare online. Non-payment of your chosen payment schedule may result in cancellation of your booking. All payments made under these terms and conditions must be by debit or credit card, childcare vouchers or tax-free childcare. For step-by-step instructions on setting up a monthly payment plan, please visit <https://www.nottsymca.com/news/ymca-childcare-how-to-pay-monthly/>

2.6 Sessions unattended due to illness, holidays or school closure will still be charged.

2.7 If you have been unable to collect your child by the published setting closure time, we will charge you a late collection fee of £5 per every 5 minutes. Please call ahead to inform us if you are going to late in collecting your child. We discourage appointments and early collection as it disrupts the day for both your child and other children at the childcare settings. If you need to collect your child early or have scheduled an appointment, please let us know on arrival.

2.8 Our childcare settings can only take a certain number of children each day, in accordance with staff ratio and Ofsted regulations. Places will be allocated on a first come, first served basis.

3. CANCELLATIONS / SUSPENSIONS

3.1 You may cancel your weekly booking pattern giving at least one months' notice, please call 0115 711 7006 to make changes or provide written notice to cancel your booking to childcare@nottsymca.org. Please note that changes made will apply to your weekly places for the remainder of the academic year.

3.2 We may end our childcare agreement with you if you have failed to pay your fees or you or your child have breached the terms and conditions or breached the code of conduct listed in the parent handbook.

3.3 We may suspend the provision of childcare to your child if you have failed to pay any fees, or your child's behaviour at the childcare setting is deemed unacceptable or endangering the safety of other children at the childcare setting. If you have any issues regarding payment, please contact childcare@nottsymca.org to discuss options.

3.4 If the period of suspension exceeds one month, you or the YMCA may terminate the childcare booking by written notice sent to childcare@nottsymca.org.

4. CLOSURES

4.1 We may take the decision to close your child's site. We will give you as much notice as possible of such a decision.

5. GENERAL RESPONSIBILITIES

5.1 We have a duty to protect all child in our care and staff follow our safeguarding children policy and procedure (a copy is available on request). We follow our safeguarding children policy and procedures which include reporting safeguarding incidents where we consider that a child may have been neglected or abused to the relevant authorities. If we believe your child is at risk of significant harm however we would discuss this with you beforehand.

5.2 Please ensure you include all information about any SEND, medical needs, diet, and supervision requirements on your online account. Every child is considered individually, and every effort will be made to include a child within the limits of

the resources of the programme. Failure to inform us of your child's needs could result in us being unable to offer your child a place at our childcare settings.

5.3 If you have any concerns regarding the childcare settings or wish to make a complaint, please discuss these with the Senior Play Leader in the first instance. If these concerns or complaints have not been resolved, please contact the Assistant Operations Manager – Early Years and Childcare.

5.4 Before any child is allowed to arrive and/or leave the Before School and/or After School Club unescorted, a letter must be completed and signed by the registered parent/carer. We will text you when your child leaves our care. YMCA will not be responsible for any child once they have left the premises under this agreement.

5.5 We ask that all personal toys and electronics such as yo-yos and fidget spinners, money, jewellery and cuddly toys and pets are all left at home. Unless we specifically ask for item to be brought in for an activity.

5.6 Please mark all personal items, including clothes, packed lunches and water bottles, with your child's name, as we often get several children turn up with similar items. This will also reduce any risk of losing items and cross-contamination. YMCA Robin Hood Group is not responsible for lost, misplaced or stolen items but we'll do our best to make sure your child leaves with everything they arrived with.

5.7 From time to time we may have photographs or video taken of the children who attend our childcare settings. These photographs / videos may be used for promotional purposes. We will not take photos or videos of children without parental consent, as per our data protection policy. You should ensure the permissions section of your online account is up to date with your preferences.

5.8 As the number of children with nut allergies is increasing, with the support of parents we aim to keep our childcare settings Nut Free. Parents are requested not to include nuts in packed lunches. Parents are also requested not to use creams, sun creams, oils etc. on their child that may contain nut oil to help those who may have nut allergies.

5.9 We can administer sun cream to children, please update your account preferences if you would rather, we didn't apply sun cream to your child. Please provide your child with spare clothing if you think they may have accidents. Please also provide appropriate clothing for all types of weather.

5.10 Occasionally we watch movies as part of our programme, but we will seek parental permission on each occasion.

6. DATA PROTECTION

6.1 When you create an account with us and make a booking, you are confirming you have read and understood these Terms and Conditions and agree to comply with them.

6.2 YMCA Robin Hood Group's general publicity and marketing images / video will be kept for three years from the date of capture. After this time, YMCA will delete images/video or seek further consent from you to continue to use them. These images and/or video could be used on the YMCA website, online social media channels including Facebook, Twitter and Instagram, and printed promotional materials such as posters and flyers. For our full media consent policy please visit <https://www.nottsymca.com/terms-conditions/>

6.3 You can change your preferences regarding media consent or marketing communications online at any time. Please go to your account settings in your childcare bookings account to make these changes. If you have any problems or questions regarding media consent or marketing communications, please email MPR@nottsymca.org.

6.4 All images/video will be kept electronically in a private and secure area on our servers and will not be disclosed to any external sources without your consent. We may also store images on paper for design and proofing purposes. In compliance with current UK data protection legislation and the GDPR legislation, YMCA Robin Hood Group is committed to protection personal information and complies with the Data Protection Act (1998) as well as the General Date Protection Regulation 2018.

7. CHANGES

7.1 We may make changes to these terms and conditions from time to time, and we will notify you by email if we make any changes to these terms and conditions.

YMCA Day Camps – Camp Williams and Wollaton Holiday Club (updated May 2022)

These terms and conditions provide the basis of agreement for parent/carers and YMCA in providing our day camp programmes.

1. PARENT/CARERS

1.1 Bookings are made through nottsymca.com/camp-williams, facilitated by our external provider MagicBookings. If you need any support to make your booking, please contact our bookings team between 9am-5pm, Monday to Friday on 0115 711 7006.

1.2 You will need to make a booking and full payment before your child can attend a camp and immediately update your MagicBookings account details with any changes to the information provided such as contact details or emergency contact information and inform YMCA if your child has any Special Educational Need and Disability (SEND) or allergies and medical needs.

1.3 Children will not be released to any person who is not usually responsible for collecting them without a password and prior notification. If an individual attempts to collect a child without prior notification, we will not release the child until we have contacted the named responsible adult. The person picking up children must be at least 18 years of age; otherwise, a release to minor form will need to be completed.

1.4 We will not allow any persons we may deem unfit, i.e. under the influence of drink or drugs, to collect children.

1.5 YMCA staff are unable to refuse anyone with parental responsibility to collect a child unless we have a copy of the court order restricting access.

1.6 You must inform YMCA immediately if your child is not able to attend a camp session by calling the specific site phone number for Camp (listed in your Parent Handbook) or our bookings team on 0115 711 7006.

1.7 Complete a medication administration form if you require our staff to administer any medicine to your child. The medication must be prescribed by a doctor/dentist/nurse or pharmacist, with a dispensing label showing the child's name in the original packaging.

1.8 Inform us immediately if your child is showing symptoms of any contagious disease. You must not allow your child to attend the setting if they are showing symptoms which could be passed on to another child.

2. BOOKINGS AND PAYMENTS

2.1 Full payment can be made at the time of booking. Upon booking a place at camp a non-refundable/non transferrable deposit of a £30 per child per week is payable immediately.

2.2 Bookings made within 10 working days of a camp start date require payment in full.

2.3 Balance payments are due no later than 10 working days prior to the start of camp. Bookings with an outstanding balance, after the 10-working day period, cannot be guaranteed.

2.4 Details of our current fees are listed at nottsymca.com. We may review and update these fees at any time.

2.5 All payments made under these terms and conditions must be by debit or credit card, childcare vouchers or tax-free childcare.

2.6 Any changes to a booking will incur a £10 administration fee.

2.7 If your child is unable to attend camp and you notify us more than 10 working days prior to the start date, your booking can be transferred to the following camp.

2.8 If your child cannot attend camp due to sudden illness it may be possible to transfer to an alternative date. YMCA must be notified in advance of the camp start date where possible, or by 10am on the first day that your child was due to attend camp. Please note a transfer cannot be guaranteed and is subject to availability.

2.9 It is not possible to transfer a booking when a camp has not been attended and there has been no contact with YMCA. In this instance, all payments will be retained by YMCA.

2.10 If a camp is cancelled by YMCA due to unforeseen circumstances a transfer will be offered at no additional cost.

2.11 The content of the advertised camp may change at the discretion of YMCA.

2.12 If you have been unable to collect your child by the published camp closure time, we will charge you a late collection fee of £5 per every 5 minutes. Please call ahead to inform us if you are going to late in collecting your child. We discourage appointments and early collection as it disrupts the day for both your child and other children at the childcare settings. If you need to collect your child early or have scheduled an appointment, please let us know on arrival.

3. CANCELLATIONS / SUSPENSIONS

3.1 We may end our camp agreement with you if you have failed to pay your fees or you or your child have breached the terms and conditions or breached the code of conduct listed in the parent handbook.

3.2 We may suspend the provision of camp at any time if you have failed to pay any fees or your child's behaviour at camp is deemed unacceptable or endangering the safety of other children or staff at camp.

4. GENERAL RESPONSIBILITIES

4.1 We follow our safeguarding children policy and procedures which include reporting safeguarding incidents where we consider that a child may have been neglected or abused to the relevant authorities. We may do so without your consent or without informing you.

5.2 Please ensure you include all information about any SEND, medical needs, diet, and supervision requirements when making your booking. Every child is considered individually, and every effort will be made to include a child within the limits of the resources of the programme. Failure to inform us of your child's needs could result in us being unable to offer your child a place at our camps.

5.3 If you have any concerns regarding the camps or wish to make a complaint, please discuss these with the Camp Service Manager in the first instance. If these concerns or complaints have not been resolved, please contact the Operations Manager.

5.4 Before any child is allowed to arrive and/or leave the camp unescorted, a letter must be completed and signed by the registered parent/carer. YMCA will not be responsible for any child once they have left the premises under this agreement.

5.5 We ask that all personal toys and electronics such as yo-yos and fidget spinners, money, jewellery and cuddly toys and pets are all left at home. Unless we specifically ask for item to be brought in for an activity.

5.6 Please mark all personal items, including clothes, packed lunches and water bottles, with your child's name, as we often have several children turn up with similar items. This will also reduce any risk of losing items and cross-contamination. YMCA is not responsible for lost, misplaced or stolen items but we'll do our best to make sure your child leaves with everything they arrived with.

5.7 From time to time we may have photographs or video taken of the children who attend our camps. These photographs / videos may be used for promotional purposes. If you do not wish your child to be included in these photographs, you should ensure the permissions section of your online account is up to date with your preferences.

5.8 As the number of children with nut allergies is increasing, with the support of parents we aim to keep our camps Nut Free. Parents are requested not to include nuts in packed lunches. Parents are also requested not to use creams, sun creams, oils etc. on their child that may contain nut oil to help those who may have nut allergies.

5.9 We can administer sun cream to children, please update your consent and preferences when booking, if you would rather we didn't apply sun cream to your child.

Please provide your child with spare clothing if you think they may have accidents. Please also provide appropriate clothing for all types of weather.

6. DATA PROTECTION

6.1 When you create an account with us and make a booking, you are confirming you have read and understood these Terms and Conditions and agree to comply with them.

6.2 YMCA Robin Hood Group's general publicity and marketing images / video will be kept for three years from the date of capture. After this time, YMCA will delete images/video or seek further consent from you to continue to use them. These images and/or video could be used on the YMCA website, online social media channels including Facebook, Twitter and Instagram, and printed promotional materials such as posters and flyers. For our full media consent policy please visit <https://www.nottsymca.com/terms-conditions/>

6.3 You can change your preferences regarding media consent or marketing communications online at any time. Please go to your account settings in your childcare bookings account to make these changes. If you have any problems or questions regarding media consent or marketing communications, please email MPR@nottsymca.org.

6.4 All images/video will be kept electronically in a private and secure area on our servers and will not be disclosed to any external sources without your consent. We may also store images on paper for design and proofing purposes. In compliance with current UK data protection legislation and the GDPR legislation, YMCA Robin Hood Group is committed to protection personal information and complies with the Data Protection Act (1998) as well as the General Date Protection Regulation 2018.

7. SCHOLARSHIP PROGRAMME

7.1 Scholarship places are for children who receive free school meals (from primary Year 3 and above) and to support families who might not be able to cover the whole cost of purchasing a place at YMCA day camps.

7.2 This scheme is designed to ensure every child has the opportunity to experience a week at our day camps and will help towards funding your child's place. Scholarship contributions are means-tested, and we will ask on your application how much you can contribute yourself, and may ask you to provide evidence of any benefits you receive. We welcome applications all year around, though we usually only offer scholarships for one week per child per year.

7.3 We believe a young person's chance at building a fantastic future should not depend on their family's wealth, social standing, gender or race – but rather on their passion and drive to grow in a safe, positive learning environment.

To apply for a scholarship, please follow the link on our website www.nottsymca.com/camp-williams, or email your request to ymcadaycamps@nottsymca.org.

7.4 YMCA will review applications on a case-by-case basis and the success of scholarship applications may depend on the level of funding available.

8. CHANGES

8.1 We may make changes to these terms and conditions from time to time, and we will notify you by email if we make any changes to these terms and conditions.

YMCA Creative Academy (updated May 2022)

These terms and conditions provide the basis of agreement for parent/carers and YMCA in providing our Creative Academy provision.

1. PARENT/CARERS

1.1 To make your booking you will need to create an online account including username and password using our online bookings system at nottsymca.com facilitated by our external provider MagicBookings.

1.2 You will need to make a booking before your child can start at one of our session sites and immediately inform YMCA of any changes to the information provided such as contact details or emergency contact information and inform YMCA if your child has any Special Educational Need and Disability (SEND) or allergies and medical needs.

1.3 Children will not be released to any person who is not usually responsible for collecting them without a password and prior notification. If an individual attempts to collect a child without prior notification, we will not release the child until we have contacted the named responsible adult. The person picking up children must be at least 18 years of age; otherwise, a release to minor form will need to be completed.

1.4 We will not allow any persons we may deem unfit, i.e. under the influence of drink or drugs, to collect children.

1.5 Please inform YMCA if your child is the subject of a court order and provide YMCA with a copy of the order on request.

1.6 You must inform YMCA immediately if your child is not able to attend a booked session by calling the specific site phone number or bookings team on 0115 711 7006. You must inform YMCA in advance of any dates that your child will not be attending the session.

1.7 Complete a medication administration form if you require our staff to administer any medicine to your child. Please ensure that the medication is prescribed by the doctor/dentist/nurse or pharmacist with a dispensing label showing child's name in the original packaging.

1.8 Inform us immediately if your child is showing symptoms of any contagious illness. You must not allow your child to attend the setting if they are showing symptoms which could be passed on to another child.

2. BOOKINGS AND PAYMENT

2.1 Holiday sessions require a non-refundable deposit of £30, and are bookable for a full week at a time. Full payment must be made two weeks before the holiday camps. Term time sessions are bookable as a half term block booking and are non-refundable.

2.2 Late bookings are subject to each individual setting's availability, please contact the bookings team on 0115 7117006.

2.3 Details of our current fees are listed at nottsymca.com. We may review these fees at any time.

2.4 All fees must be paid on a half term basis for the after-school sessions, and on a week-long basis for the holiday sessions, in advance of the start dates. All payments made under these terms and conditions must be by debit or credit card.

2.5 No refunds will be given where your child's place is unattended due to illness or holidays.

2.6 If you have been unable to collect your child by the published setting closure time, we will charge you a late collection fee of £5 per every 5 minutes. Please call ahead to inform us if you are going to be late in collecting your child. We discourage appointments and early collection as it disrupts the day for both your child and other children. If you need to collect your child early or have scheduled an appointment, please let us know on arrival. If the bookings team are out of office please contact Jo Jones on 07599102671.

2.7 Our session sites can only take a certain number of children each day, in accordance with staff ratio and Ofsted regulations. Places will be allocated on a first come, first served basis.

2.8 Scholarship places can be applied for via the website nottsymca.com. Places can be given for up to one holiday week per child per year. Additional places may be arranged at the discretion of the YMCA.

3. CANCELLATIONS / SUSPENSIONS

3.1 You may cancel your child's place on the holiday sessions up to two weeks before the start date. Your £30 deposit is non-refundable. Any later than two weeks before the start date, after the full payment has been made, no refunds are given. Refunds are not given on the half term block bookings.

3.2 We may cancel your child's place if you have failed to pay your fees or you or your child have breached the terms and conditions or breached the code of conduct listed in the parent handbook.

3.3 We may suspend your child's place at any time if you have failed to pay any fees or your child's behaviour at the session site is deemed unacceptable or endangering the safety of other children.

4. CLOSURES

4.1 We may take the decision to close your child's session site. We will give you as much notice as possible of such a decision and your booking will be transferred to another site where possible.

5. GENERAL RESPONSIBILITIES

5.1 We have a duty to protect all child in our care and staff follow our safeguarding children policy and procedure (a copy is available on request). We follow our safeguarding children policy and procedures which include reporting safeguarding incidents where we consider that a child may have been neglected or abused to the relevant authorities. If we believe your child is at risk of significant harm however we would discuss this with you beforehand.

5.2 Please ensure you include all information about any SEND, medical needs, diet, and supervision requirements on your online account. Every child is considered individually, and every effort will be made to include a child within the limits of the resources of the programme. Failure to inform us of your child's needs could result in us being unable to offer your child a place.

5.3 If you have any concerns regarding the settings or wish to make a complaint, please discuss these with the YMCA Manager on site in the first instance. If these concerns or complaints have not been resolved, please contact the YMCA Assistant Operations Manager for Youth.

5.4 Before any child aged over 14 is allowed to arrive and/or leave the holiday sessions and/or after school sessions unescorted, a letter must be completed and signed by the registered parent/carer, or you can send written consent to creativeacademy@ymcarhg.org. YMCA will not be responsible for any child once they have left the premises under this agreement.

5.5 We ask that all personal toys and electronics such as yo-yos and fidget spinners, money, jewellery and cuddly toys and pets are all left at home, unless we specifically ask for item to be brought in for an activity. Phones need to be put away during sessions.

5.6 Please mark all personal items, including clothes, packed lunches and water bottles, with your child's name, as we often get several children turn up with similar items. This will also reduce any risk of losing items and cross-contamination. YMCA is not responsible for lost, misplaced or stolen items but we'll do our best to make sure your child leaves with everything they arrived with.

5.7 From time to time we may have photographs or video taken of the children who attend our settings. These photographs / videos may be used for promotional purposes. We will not take photos or videos of children without parental consent, as per our data protection policy. You should ensure the permissions section of your online account is up to date with your preferences.

5.8 As the number of children with nut allergies is increasing, with the support of parents we aim to keep our settings Nut Free. Parents are requested not to include nuts in packed lunches. Parents are also requested not to use creams, sun creams, oils etc. on their child that may contain nut oil to help those who may have nut allergies.

5.9 Please provide appropriate clothing for all types of weather, and ensure your child wears sun cream where needed.

6. DATA PROTECTION

6.1 When you create an account with us and make a booking, you are confirming you have read and understood these Terms and Conditions and agree to comply with them.

6.2 YMCA Robin Hood Group's general publicity and marketing images / video will be kept for three years from the date of capture. After this time, YMCA will delete images/video or seek further consent from you to continue to use them. These images and/or video could be used on the YMCA website, online social media channels including Facebook, Twitter and Instagram, and printed promotional materials such as posters and flyers. For our full media consent policy please visit <https://www.nottsymca.com/terms-conditions/>

6.3 You can change your preferences regarding media consent or marketing communications online at any time. Please go to your account settings in your childcare bookings account to make these changes. If you have any problems or questions regarding media consent or marketing communications, please email MPR@nottsymca.org.

6.4 All images/video will be kept electronically in a private and secure area on our servers and will not be disclosed to any external sources without your consent. We may also store images on paper for design and proofing purposes. In compliance with current UK data protection legislation and the GDPR legislation, YMCA Robin Hood Group is committed to protection personal information and complies with the Data Protection Act (1998) as well as the General Date Protection Regulation 2018.

7. CHANGES

7.1 We may make changes to these terms and conditions from time to time, and we will notify you by email if we make any changes to these terms and conditions.