

Kids Adventure Days Ltd

Terms & Conditions

Last Updated: October 2026

Version: 2.0

These Terms and Conditions apply to bookings and services provided by **Kids Adventure Days Ltd**, referred to in these Terms as “**Kids Adventure Days**”, “**KAD**”, “**we**”, “**us**” or “**the Club**”.

The parent, legal guardian or other person making a booking is referred to as “**the Client**”, “**you**” or “**the parent/carer**”.

By registering a child, making a booking or purchasing a Kids Adventure Days service, the Client agrees to these Terms and Conditions.

These Terms should be read alongside the relevant Kids Adventure Days policies.

We may update these Terms from time to time. The current version will be made available through our website. Where a change materially affects an existing booking or ongoing service, we will take reasonable steps to notify affected Clients.

1. Our Services

Kids Adventure Days provides children's activities and childcare services which may include:

- After-school care.
- Extra-curricular clubs.
- Holiday clubs and holiday provision.
- Events and children's activities.
- Other services advertised by Kids Adventure Days.

The exact:

- Location.
- Session time.
- Price.
- Age range.
- Dates.
- Activities.

will be shown through the relevant booking information.

Specific arrangements may vary between schools, venues and services.

2. Operating Hours

Clients must check the operating times stated when making a booking.

For our current after-school care provision, sessions may operate between **15:30 and 17:30** on applicable school days, subject to the particular setting and booking selected.

Children must be collected by the end time of their booked session.

Holiday clubs, extra-curricular clubs and other KAD services may operate at different times, which will be communicated separately.

3. Registration

A child must be appropriately registered before attending Kids Adventure Days.

Registration must be completed by the child's parent/legal guardian or another person appropriately authorised to provide the required information.

The Client is responsible for ensuring that information supplied is accurate and kept up to date.

Information required may include:

- Parent/carer contact information.
- Emergency contacts.
- Child's school and year group.
- Medical conditions.
- Allergies.
- Medication.
- Dietary requirements.
- SEND or additional needs.
- Behaviour/support information relevant to the child's care.
- Authorised collection arrangements.
- Photography/media consent.
- Other information reasonably required to care for the child safely.

Kids Adventure Days may be unable to accept or continue caring for a child where essential registration, medical, safeguarding or emergency information has not been provided.

4. Changes to Information

Parents/carers must notify Kids Adventure Days promptly if important information changes.

This includes changes to:

- Contact numbers.
- Address.
- Emergency contacts.
- Authorised collectors.
- Medical conditions.
- Allergies.
- Medication.
- SEND/additional support requirements.
- Relevant safeguarding or collection information.

Kids Adventure Days cannot be responsible for difficulties arising because important information supplied by the Client is inaccurate or has not been updated, except where responsibility cannot lawfully be excluded.

5. Bookings

Bookings must normally be made through the Kids Adventure Days booking system or another booking method specifically authorised by KAD.

A booking is confirmed when the Client receives confirmation of the booking.

Children may only attend sessions for which they have an appropriate confirmed booking.

Kids Adventure Days may refuse attendance where:

- No booking exists.
 - The child has not been appropriately registered.
 - Essential information is missing.
 - Payment has not been made where required.
 - Accepting the child would create an unsafe staffing or operational situation.
-

6. School Collection

Where a booking includes collection directly from school, the Client authorises Kids Adventure Days to collect the child in accordance with the booking.

Parents/carers should ensure, where appropriate, that:

- The school knows the child is attending Kids Adventure Days.
- The child understands their after-school arrangements.
- Kids Adventure Days has accurate booking information.

KAD will follow the relevant school-to-club handover arrangements.

If a child who is booked to attend cannot be located at collection, Kids Adventure Days will take reasonable steps to establish their whereabouts with the school and/or parent/carer.

7. Waiting Lists

Where a session is full, Kids Adventure Days may operate a waiting list.

Being placed on a waiting list does **not** guarantee a place.

A booking will only be confirmed once Kids Adventure Days has offered a place and the required booking/payment process has been completed.

8. Fees

Fees are displayed when booking.

Our current standard after-school care price is:

£6 per child, per one-hour session.

Prices for other services, including holiday clubs, extra-curricular activities, events or other KAD services, may differ.

The applicable price will be shown before booking.

Kids Adventure Days may change prices for future bookings.

A price change will not normally retrospectively change the amount already paid for a confirmed booking unless an obvious pricing error has occurred and the law permits correction.

9. Payment

Payment must normally be made through the authorised Kids Adventure Days booking/payment system.

A booking may not be confirmed until the required payment has been successfully completed.

Where another payment arrangement has specifically been agreed with Kids Adventure Days, the Client must comply with the agreed payment terms.

10. Cancellation or Changes by the Client

Clients may cancel or amend an eligible booking up to **24 hours before the session start time**.

Where cancellation is made within the required timeframe, the Client will receive a **credit to their Kids Adventure Days account** to use towards an eligible future booking.

Unless Kids Adventure Days specifically agrees otherwise, cancellation within **24 hours of the session start time is non-refundable and no credit will be provided**.

Cash refunds are not normally provided where the Client cancels and a credit is due under this section.

Any statutory rights the Client may have are unaffected.

11. Illness and Client No-Shows

Where a child is unable to attend because of illness on the day of the session, the booking is normally:

- Non-refundable; and
- Not eligible for account credit.

Where a child simply does not attend a booked session, no refund or credit will normally be provided.

This reflects the fact that KAD has reserved the child's place and planned staffing and resources based on the booking.

Parents/carers should nevertheless notify Kids Adventure Days as soon as possible when a child will not attend, particularly where KAD expects to collect the child from school.

12. Cancellation by Kids Adventure Days

Kids Adventure Days may occasionally need to cancel a session because of circumstances including:

- Staff illness or insufficient safe staffing.
- School or venue closure.
- Severe weather.
- Emergency situations.
- Health and safety concerns.
- Circumstances outside our reasonable control.

Where **Kids Adventure Days cancels a session and the service is not provided**, the Client will normally be offered:

- A replacement session; or
- Full account credit for the affected session.

Where applicable consumer law requires another remedy, those statutory rights will apply.

Kids Adventure Days will aim to notify Clients as soon as reasonably possible.

13. Collection of Children

Children will only be released in accordance with authorised collection arrangements.

Parents/carers are responsible for providing accurate details of people authorised to collect their child.

Where an unfamiliar adult arrives to collect a child, Kids Adventure Days may require appropriate verification before releasing the child.

If staff are not satisfied that collection is authorised, the child will remain in our care while the arrangement is verified.

The child's safety will take priority over convenience or delay.

14. Late Collection

Children must be collected by the end of their booked session.

For after-school care ending at **17:30**, collection should take place by 17:30.

Where a child is collected late, Kids Adventure Days may charge:

£3 for each 10-minute period, or part thereof, after the scheduled collection time.

For example:

- Up to 10 minutes late: £3.
- 11–20 minutes late: £6.
- 21–30 minutes late: £9.

Parents/carers who know they will be delayed should contact Kids Adventure Days immediately.

Late fees do not replace safeguarding procedures.

Where a child remains uncollected and parents/carers cannot be contacted, Kids Adventure Days will follow its **Uncollected Child Policy**, including contacting emergency contacts and relevant safeguarding services where necessary.

Repeated late collection may result in review, suspension or withdrawal of the child's place.

15. Absence

If a child will not attend a booked session, the Client should inform Kids Adventure Days as soon as possible.

This is particularly important where Kids Adventure Days expects to collect the child from school.

Absence does not automatically entitle the Client to a refund or credit.

The cancellation rules in Section 10 apply.

16. Illness and Infectious Disease

Children should not attend Kids Adventure Days where they are too unwell to participate safely or where applicable public-health guidance indicates that they should remain away from group settings.

Where a child becomes unwell during a session, Kids Adventure Days may contact the parent/carer and require collection.

Parents/carers must arrange collection as soon as reasonably possible when requested.

Kids Adventure Days' **Illness & Infection Control Policy** applies.

17. Medication and Medical Conditions

Parents/carers must provide accurate information about relevant medical conditions, allergies and medication.

Medication will be managed in accordance with the **Administration of Medicines Policy**.

Medication may only be administered where the appropriate arrangements are in place.

Depending on the medication, this may include:

- Appropriate parental/carer authorisation.
- Clear administration instructions.
- Original packaging.
- Appropriate dispensing information for prescribed medication.
- An individual healthcare plan where appropriate.
- Necessary staff training for specialist medication or procedures.

Emergency medical treatment will not be delayed where urgent action is required to protect a child.

18. Allergies and Food

Parents/carers must provide accurate and current information about allergies and dietary medical requirements.

Kids Adventure Days will take reasonable measures to manage known allergies.

However, parents/carers must understand that it may not always be possible to guarantee that every external venue, supplier or product is completely free from traces of a particular allergen.

Relevant arrangements are contained within our **Food Safety & Hygiene Policy**.

19. Accidents, Injuries and Emergencies

Kids Adventure Days will take reasonable steps to protect children from foreseeable harm.

Minor injuries may be treated by appropriately trained staff and recorded.

Parents/carers will be informed as appropriate.

Where Kids Adventure Days reasonably believes emergency medical treatment is required, we may contact emergency services immediately.

Staff will not delay emergency treatment while attempting to contact a parent/carer.

20. Behaviour

Kids Adventure Days aims to maintain a safe, positive and inclusive environment.

Children are expected to behave in an age-appropriate manner that respects:

- Other children.
- Staff.
- Property.
- Safety instructions.
- The right of others to participate.

Behaviour will be managed in accordance with the **Positive Behaviour Policy**.

Where behaviour becomes challenging, KAD may:

1. Provide reminders and redirection.
2. Provide additional support/de-escalation.
3. Discuss concerns with the parent/carer.
4. Develop appropriate support arrangements.
5. Liaise with the child's school where appropriate.
6. Temporarily suspend attendance where necessary for safety.
7. In serious circumstances, withdraw the child's place.

Reasonable adjustments will be considered for children with SEND or disabilities.

21. Serious or Unsafe Behaviour

Kids Adventure Days may take immediate action where behaviour creates a serious risk to:

- The child.
- Other children.
- Staff.
- Visitors.
- Property or the safe operation of the provision.

This may include serious physical aggression, significant unsafe behaviour, serious bullying or other behaviour creating an immediate safeguarding or safety concern.

The response will be proportionate to the circumstances.

22. Safeguarding and Child Protection

Kids Adventure Days is committed to safeguarding and promoting children's welfare.

All safeguarding concerns will be handled under our **Safeguarding & Child Protection Policy**.

Where staff have concerns about a child's welfare, they may need to share relevant information with:

- The child's school DSL.
- Children's social care.
- Police.
- Local authority safeguarding professionals.
- Other appropriate agencies.

Parents/carers will normally be informed where appropriate.

However, information may be shared without first contacting a parent/carer where doing so is necessary to protect a child or where safeguarding professionals advise this.

23. Personal Mobile Phones and Electronic Devices

Kids Adventure Days operates a **strict no personal mobile phone or personal electronic device use policy for children while they are under KAD supervision**.

This applies to:

- After-school care.
- Extra-curricular clubs.
- Holiday clubs.
- Events.
- Off-site activities.
- Other KAD provision.

Children must not use personal:

- Mobile phones.
- Tablets.
- Smartwatches with communication, camera or internet functionality.
- Gaming devices.
- Cameras.
- Other personal electronic communication or recording devices.

Where a child brings a device for use before or after KAD, it must remain switched off and stored away during the session.

Medical/disability-related exceptions may be agreed with management.

Parents/carers needing to contact their child during a session should contact Kids Adventure Days directly.

24. Photography and Media

Kids Adventure Days may take authorised photographs or videos of activities for purposes including:

- Parent communications.
- Displays.
- Website content.
- Official social media.
- Promotional materials.

Identifiable images will only be used for optional promotional purposes where the appropriate consent has been obtained.

Consent may be changed or withdrawn.

Staff personal devices must not be used to photograph children.

Further information is contained within the **Photography & Image Sharing Policy**.

25. Personal Belongings

Children should avoid bringing unnecessary valuable, expensive or fragile items.

Parents/carers should clearly label belongings where appropriate.

Kids Adventure Days will take reasonable care but cannot guarantee against accidental loss or damage to personal belongings.

Nothing in these Terms excludes responsibility where liability cannot lawfully be excluded.

26. SEND and Additional Needs

Kids Adventure Days aims to provide inclusive services and will consider reasonable adjustments for children with SEND or disabilities.

Parents/carers must provide sufficient relevant information so that we can understand and appropriately assess the child's needs.

Where necessary, we may discuss:

- Individual support requirements.
- Medical arrangements.
- Behaviour support.
- Risk management.
- Reasonable adjustments.
- Information from the child's school or relevant professionals.

We will not automatically exclude a child because they have SEND or a disability.

However, where we reasonably determine that we cannot safely meet a child's needs despite consideration of reasonable adjustments, we will discuss the position with the parent/carer.

27. Personal Information and Privacy

Kids Adventure Days processes personal information necessary to:

- Manage bookings.
- Provide childcare.
- Safeguard children.
- Manage medical needs.
- Communicate with families.
- Process payments.
- Meet legal and regulatory obligations.

Personal information will be handled in accordance with our **Privacy & Data Protection Policy** and applicable data-protection requirements.

28. Liability

Kids Adventure Days will take reasonable care in providing its services.

Nothing in these Terms seeks to exclude or limit liability where doing so would be unlawful, including liability for death or personal injury caused by negligence where applicable.

Subject to applicable law, Kids Adventure Days will not be responsible for losses arising solely from circumstances outside our reasonable control where we have taken reasonable steps to manage the situation.

The Client's statutory rights are not affected.

29. Insurance

Kids Adventure Days maintains insurance appropriate to its operations, including relevant liability insurance as required.

Insurance arrangements may change as the nature and scale of our services develop.

30. Changes to Activities

Activities advertised for a particular session may occasionally need to change because of:

- Staffing.
- Equipment availability.
- Weather.
- Children's needs.
- Venue restrictions.
- Health and safety considerations.
- Other operational circumstances.

Where this happens, Kids Adventure Days may provide a suitable alternative activity.

A change to an individual planned activity does not normally amount to cancellation of the childcare session.

31. Changes to Venues or Operational Arrangements

Kids Adventure Days may make reasonable changes to rooms, activity spaces or operational arrangements where necessary.

Where a significant change affects a confirmed booking, Clients will be informed as soon as reasonably practicable.

32. Policies

Kids Adventure Days maintains policies covering areas including:

- Safeguarding.

- Behaviour.
- Health and safety.
- First aid.
- Medication.
- Missing and uncollected children.
- Equality and inclusion.
- Online safety.
- Photography.
- Data protection.
- Complaints.

Relevant policies are available through the Kids Adventure Days website and/or upon request.

Clients are expected to cooperate with reasonable policies designed to protect children and safely operate our services.

33. Suspension or Termination of a Child's Place

Kids Adventure Days may suspend or terminate a child's place where appropriate, including where:

- Fees remain unpaid.
- Serious or repeated unsafe behaviour occurs.
- A parent/carer seriously or repeatedly breaches these Terms.
- A parent/carer behaves abusively or threateningly towards staff or children.
- Essential information has been withheld.
- Safeguarding concerns require attendance arrangements to change.
- Kids Adventure Days reasonably determines that it cannot safely meet the child's needs despite consideration of reasonable adjustments.

Where appropriate, Kids Adventure Days will discuss concerns with the Client before terminating a place.

Immediate suspension may occur where necessary to protect children or staff.

Any action will be considered in light of applicable equality and consumer-law obligations.

34. Parent/Carer Conduct

Parents/carers are expected to communicate respectfully with:

- Staff.
- Children.

- Other families.
- Schools and host venues.

Threatening, abusive, discriminatory or violent behaviour will not be tolerated.

Serious behaviour may result in communication restrictions, suspension or termination of services where appropriate.

Safeguarding and emergency considerations will always take priority.

35. Complaints

Kids Adventure Days aims to resolve concerns fairly and professionally.

Concerns may initially be raised with a member of staff or management where appropriate.

Formal complaints should be sent to:

Support@kidsadventuredays.com

Formal complaints will be handled in accordance with the **Kids Adventure Days Complaints Policy**.

Where a complaint raises a safeguarding concern, safeguarding procedures will take priority over the ordinary complaints process.

Nothing in these Terms prevents a Client from contacting an appropriate regulator or other external body where they are entitled to do so.

36. Emergency Closure and Circumstances Outside Our Control

There may be circumstances where Kids Adventure Days is unable to provide a service because of events outside our reasonable control.

Examples may include:

- School or venue closure.
- Severe weather.
- Fire, flood or utility failure.
- Public-health emergencies.
- Transport disruption affecting safe operation.
- Government or local-authority instructions.
- Security incidents.

- Other emergencies affecting the safety or availability of the provision.

Kids Adventure Days will take reasonable steps to notify affected Clients as soon as practicable.

Where KAD cancels a paid session and cannot provide the service, the arrangements in **Section 12 – Cancellation by Kids Adventure Days** will apply, subject to the Client's statutory rights.

37. Changes to These Terms

Kids Adventure Days may update these Terms and Conditions where reasonably necessary, including because of:

- Changes to our services.
- Changes to booking arrangements.
- Changes to fees.
- Changes to legislation or regulatory requirements.
- Safeguarding requirements.
- Operational changes.
- Changes to our policies.

The current version will be made available through the Kids Adventure Days website.

Where a material change affects an existing ongoing arrangement, we will take reasonable steps to notify affected Clients.

Changes will not remove statutory rights that a Client has in relation to an existing booking.

38. Severability

If any provision of these Terms is found to be unlawful, invalid or unenforceable, that provision will be treated as removed or limited to the extent necessary.

The remaining provisions will continue to apply.

39. No Waiver

If Kids Adventure Days does not immediately enforce a provision of these Terms, this does not mean that we permanently give up the right to enforce it.

Similarly, allowing an exception on one occasion does not automatically create an entitlement to the same exception in the future.

40. Governing Law

These Terms and Conditions are governed by the laws of **England and Wales**.

Any dispute will be subject to the jurisdiction applicable under the laws of England and Wales, subject to any mandatory consumer rights concerning where proceedings may be brought.

41. Contact Us

Questions about bookings, these Terms and Conditions or Kids Adventure Days services can be directed to:

Kids Adventure Days Ltd

Email: Support@kidsadventuredays.com

Telephone: 07555 539376

Further information and current policies are available through the Kids Adventure Days website.

42. Acceptance of Terms

By completing a booking for a Kids Adventure Days service, the Client confirms that they:

- Have had the opportunity to read these Terms and Conditions.
- Agree to be bound by these Terms and Conditions.
- Confirm that information supplied about the child is accurate to the best of their knowledge.
- Agree to keep important registration, medical, emergency and collection information up to date.
- Understand that relevant Kids Adventure Days policies apply while their child is attending the provision.

By booking a Kids Adventure Days session or service, the Client agrees to these Terms and Conditions.

