



STEMAZING KIDS School Club - Terms and Conditions

These are the terms and conditions agreed between you ("You, "Your") and STEMAZING Ltd ("we", "our", "us") in relation to the registration and attendance of the child (or children) ("participant") whom you have registered for a STEMAZING KIDS School Club (STEM School Club).

All participant information must be completed in full and must be correct at the time of registration. It is your responsibility to ensure that we have a contact number for you (or the participant's parent or guardian if this is not you) in case of emergency at any time during the STEM School Club. If you are not the participant's parent or guardian, you confirm that you have made such parent or guardian fully aware of this registration and these terms and conditions (and that they have agreed to them in full).

1. Booking and payment

1.1. All bookings and payments must be made in full through our website www.stemazingltd.com and will be confirmed by email. STEMAZING Ltd does not accept payment by voucher, cash or cheque.

1.2. STEMAZING Kids after school clubs are booked in groups of sessions that cover term time dates in blocks of the number of weeks for specific term durations.

1.3. STEMAZING Ltd allocates children to places on a first come, first serve basis.

1.4. The number of places available per after school club is limited for quality control purposes - we apologise in advance for those we turn away after the club is full.

1.5. Customers can register on a waiting list if the club is full. If a place becomes available, the parent/guardian of the first child on the waiting list will be contacted and offered the available place. The place will be reserved for that child for two days. If there has been no communication from the parent/guardian, the available place will be offered to the second child on the waiting list and so on.

1.6. STEMAZING Ltd will not accept direct requests from customers regarding free/subsidised places for children in receipt of Free School Meals or Pupil Premium. These requests must be submitted to the school for consideration.

2. Cancelling your booking

2.1. To cancel your child's place and receive a refund for the course of clubs you have booked, you must inform us by email at least 14 days before the first date that the course of clubs is due to start.

2.2. If you give less than 14 days' notice before the start date of the club we regret that no refund is available as resources and equipment will have been purchased.

2.3. Single sessions due to appointments/absence/events etc cannot be refunded.

3. Venue cancellation

3.1. Only in exceptional circumstances we may have to cancel particular dates/venues.

3.2. In this event, we will notify parents/guardians of children booked onto the after school club as soon as possible. We will always try to offer a suitable alternative if one is available or offer a refund of that event or a credit towards STEMAZING Ltd clubs.



3.3. In the event that a session is unable to go ahead due to cancellation by the school we will do all we can to reschedule as soon as possible. Parents will be kept informed of these changes by email or text. If we are unable to set a replacement date, we are unable to supply a refund.

4. After school club timings

4.1. After school clubs will run from 3:15-4:15pm unless otherwise stated.

4.2. All children must be collected by the scheduled finishing time.

4.3. If for any reason you are detained and unable to collect your child by the scheduled finishing time, we ask that you call Alex Knight as soon as possible (07545077219).

4.4. We reserve the right to refuse future bookings from parents who continually collect their child late.

5. Collection personnel

5.1. Only the parent/guardian or other named collectors on the booking form can collect the named child.

5.2. If someone else is to collect the child, the parent/guardian should call or text (07545077219) as soon as possible with the details of the temporary allocated collector i.e. full name and phone number.

6. Parental requirements

6.1. If your child needs to bring a snack to the after school club, there should be no nut products contained. We have a no sharing food policy due to possible allergies.

7. Insurance

7.1. All children in our care are covered by our Public Liability Insurance.

8. Health policy

8.1. STEMAZING Ltd requires that all children who are ill or infectious are to be kept at home.

9. First aid

9.1. In the event of an accident, first aid will be administered to the child in our care by the designated first aider in the school and the emergency services will be called if necessary.

9.2. If your child requires an EpiPen please disclose this on the booking form. STEMAZING Ltd will then consult with the school and the parent regarding the arrangements.

10. Photography and video

10.1. We will take photographs/videos of children doing their STEM activities to keep you informed about what they are doing and occasionally for us to use in promotional materials. Please tick the box on the booking form about photography consent if you are happy for your child to be included in photos and videos. Please leave the consent box blank if you do not want your child included. If you do tick the box but later decide you want to retract this consent please email to let us know at Stemazingltd@gmail.com.



11. Mobile phones and electronic devices

11.1. All electronic devices (e.g. iPads, Nintendo DS, etc.) are prohibited at our after school club.

11.2. If you wish for your child to carry a mobile phone and they are seen using it inappropriately, the instructor will confiscate it until the end of that session.

11.3. STEMAZING Ltd will not take any responsibility for the damage or loss of any electronic devices that are brought into the after school club.

12. Equal opportunities and child protection

12.1. STEMAZING Ltd is an equal opportunities company and welcomes all children regardless of their gender, ability, race or religion.

12.2. Each child attending the after school club is equal and entitled to equal access of opportunity.

12.3. We operate a zero tolerance policy on discrimination or bullying of any kind.

12.4. All instructors have an enhanced DBS check.

13. Special needs

13.1. It is our policy not to exclude any child due to specific needs wherever possible.

13.2. The needs of each child varies so decisions are made on a case-by-case basis depending on the level of support each child requires to enable them to fully participate and enjoy the activities at any of our after school clubs.

13.3. We request that parents of children with specific needs contact us to discuss how we can best accommodate their child and consider whether any special arrangements need to be made.

14. Child exclusion

14.1. On rare occasions, if a child proves incompatible with the general well-being of after school clubs (e.g. they are involved in bullying or are engaged in disruptive or aggressive behaviour) we reserve the right to exclude them.

14.2. No refund will be made for any remaining after school club sessions booked.

15. Data protection

15.1. We will use your details to contact you via email, What's App or text with important information about your booking and/or future information about our services. You can opt out of this contact at any time by contacting stemazingltd@gmail.com.

15.2. STEMAZING Ltd is registered under the Data Protection Act. 1998.

15.3. We do not share any of your personal information with external agencies.

15.4. Our GDPR policy is available on our website.

16. Parent feedback

16.1. We aim to provide the best possible care for all children at all times.



16.2. Please tell other parents if you are happy with your experiences of STEMAZING Ltd.

16.3. If you have concerns or suggestions, please tell us. We value your feedback and use it to develop and improve our services.

16.4. Concerns should be raised initially with the instructor at the after school club to try to resolve the concerns immediately.

17. Health & Safety

17.1. All projects are risk assessed, copies of which can be requested by email.

17.2. All projects are constructed by the children, the quality of the finished products will therefore vary. It is possible that parts will become detached.

For further information please contact:

Alexandra Knight CEng MIMechE FWES, Founder and Director STEMAZING Ltd

StemazingLtd@gmail.com

07545077219