**Holiday Club T&Cs**

1. **Payments –**All payments for holiday club must be paid in advance for any bookings. If you are entitled to third party funding, a payment agreement must be in place between Legacy Youth Zone and the Funder before any holiday club bookings are confirmed. Legacy Youth Zone cannot reserve and hold spaces for young people.
2. **Refunds** – All holiday club bookings are non-refundable, no transferable and we do not offer credit for any days booked that are cancelled or not attended.
3. **Emergency closure**– If for any reason Legacy Youth Zone have to cancel the holiday club space, credit will be given and added to the young person’s account to be used for future bookings.
4. **Food** – breakfast lunch and afternoon snacks are provided depending on what holiday club session you book. We accommodate allergies and dietary requirements that have been recorded on the young person’s registration form.
5. **Behaviour** – All young people on holiday club are expected to follow Legacy Youth Zones respect rules – Respect yourself, Respect each other, Respect the staff and Respect the building. If for any reason young people cannot follow these rules, Legacy Youth Zone staff will work with the parent and carer of the child to provide a holistic support. In some circumstances it may be appropriate to send a young person home for the day or place them on a cooling off period (longer than a day).
6. **Personal belongings** – Legacy Youth Zone cannot be held responsible for the loss or damage to any personal belonging that young people bring to holiday club (mobiles, headphones, money etc). Any personal belongings or anything of value remains the responsibility of the young person.
7. **Medication** - Legacy Youth Zone have a Medication Policy in place to support young people who require medication, however, any medication provided for young people must be handed in to reception in its original packaging. Staff will not administer the medication and young people need to be able to self-administer themselves.
8. **Late fee**– Parents and carers will be charged a late fee of £5 for every 10 minutes from the time your booked session ends (after the first 10 minutes) with a maximum charge of £15. Payments must be made within 5 working days.