

Terms & Conditions

Cancellation policy

You will be able to make your own cancellations, the amount of notice required is 7 days. You will not be entitled to a refund but the credit will appear in your wallet to be used to pay for future bookings.

Payment

Payment must be made in advance for all bookings on a monthly basis.

Registration

Registration must be completed online and kept up to date. The system will prompt changes to be made at least once a year.

Late collections charges

It is the responsibility of all parents/carers collecting children to do so promptly at the end of the session. Failure to do so will expose the parent/carer to the payment of a financial penalty. This will be £10 per child per 15 minutes after the 6.15pm collection time and £6.50 per child after 4.30pm collection time. The collection time is entered onto the register on arrival at the Downey Hall entrance door. Any late charges will be added to your IPAL wallet.

Reservation of Rights

Kidsology reserve the right to exclude a child or family from attending the club or to refuse to accept a registration. Kidsology reserve the right to close the club on the grounds of staff shortage, unavailability of facilities, or any other reason which in its reasonable opinion necessitates closure. Reasonable notice will be given where possible.

Booking fee

There will be a 50p booking fee for each transaction paid for by credit/debit card.