

Kidz Zone Club Contingency Plan (Covid-19)

Contingency plans

We hope you and your family are well.

Whilst we aim to continue to operate business as usual, we would like to make you aware of our contingency plans for this academic year. Particularly in the event where there is a shortage/delay in the availability of the government testing programme for Covid-19; meaning our staff are having to isolate until a covid-19 test can be arranged and their results received.

Breakfast and after school club bookings

We will be unable to accept children into club who are showing symptoms, and we would ask that you keep children at home who are unwell. If your child is showing symptoms during club we will isolate them from the rest of the group and you will be notified at first instance and we will also inform the school.

Staff will continue to follow best practise for washing hands and general hygiene at the school clubs.

Clubs will continue to open unless we are otherwise advised. However, if and when our staff or their families are required to self-isolate, we will need to review our staffing levels every day to ensure that we can open safely. Our staff have completed 'lone working' training so we can operate with a single staff member at each site. However, if a number of staff are required to self-isolate and we are therefore unable to open, we will communicate this at first instance via the following channels – via Email and text. We also inform the school at first instance.

- Please note activities will be adjusted to meet the current government guidelines for childcare providers; as always we will aim to offer as many of the advertised activities as we safely can.

Finally we would like to thank you for your continued support at this time.

Best wishes Kidz Zone team

www.kidzzoneclub.com

hello@kidzzoneclub.com

Cancellations / Booking Changes Policy - Before and After School Clubs

To cancel contact the Kidz Zone Head Office either by email - hello@kidzzoneclub.com - or call on 01525 630199

Applicable to all **Kidz Zone before and after school club** booking cancellations or alterations.

- 48 hours or more notice of the booking date is required for a cancellation or booking change – a 100% refund will be issued via the original payment method or account credit; please note childcare voucher payments can only be refunded to account credit due to HMRC rules.
- Less than 48 hours notice – no refund.
- Account credit will not be eligible to be repaid to you in the event you no longer require use of our services and wish to close your account. 'Account credit' cannot be transferred from one customer to another.
- If our club is closed for any reason you will receive a 100% refund to your account credit with Kidz Zone Club.

Refund policy: Applies to all Kidz Zone Holiday Club bookings cancellations and alterations

Payment must be made no later than 10 days prior to attending a KZ holiday club. Payments can be made online via www.kidzzoneclub.com

10 days' notice must be given to cancel your booking otherwise full payment is still due.

If your child is booked on to the holiday club and fails to turn up payment will still be required in full as KZ will have brought in further coaches to appropriately meet the child: staff ratio. Kidz Zone will not be able to provide a refund if your child is not able to attend.

An 'account credit' may be issued at the discretion of KZ as refunds for unplanned absences, including a child's illness, can only be given in exceptional circumstances, at the discretion of KZ, as running costs are still incurred. Account credit given at our discretion 'where we have received less than the 10 days stated notice period' will not be eligible to be repaid to you in the event you no longer require use of our services and wish to close your account. 'Account credit' cannot be transferred from one customer to another.

Holiday club bookings

If we are unable to run holiday clubs due to school closures or any other reason we will issue a 100% refund via the payment method you used at the time of booking. Please note childcare voucher payments can only be refunded to account credit due to HMRC rules.

Booking is deemed acceptance of these terms.