

1. SEN and Inclusion

At The JR Sports Group, we are committed to being inclusive and supporting all children in our care. If your child has any additional needs—whether behavioural, medical, or physical—it is essential that you let us know when registering online and by contacting our Head Office.



If your child requires 1:1 support, please notify us as early as possible so we can advise you on how to apply for funding through your Local Authority. Unfortunately, we are not able to provide internal 1:1 support as standard. Before making a booking, please call our office on 01844 617303 to request a SEN Enquiry Form. Once this form is completed and returned, we can explore the next steps to support your child at our provision.

2. Minimum Age Requirement

We cannot accept children under the age of four at any of our clubs or holiday camps. If we believe a child does not meet this requirement, we may request proof of age. We also reserve the right to refuse entry or request immediate collection without refund or credit.

Please note that our staff are not trained or expected to provide personal care, including toileting. Children attending our sessions must be toilet trained and able to manage independently. If your child is likely to have toileting accidents, please inform us during booking and we will work with you to plan how to manage this. Staff may offer verbal encouragement, but cannot assist directly.

We welcome all children and strive to offer equal opportunities to enjoy our services. If your child requires additional support, please contact our team before booking to discuss how we can help. Additional support, including 1:1 care, may incur extra staffing costs.

3. Payment

It is the responsibility of the parent/carer to arrange payment with their Bank, Childcare Voucher provider, or Tax-Free Childcare account as soon as the booking is made. We may request proof of payment if needed.

By completing a booking, you confirm your acceptance of these Terms & Conditions. The named person on the booking agrees to these terms on behalf of everyone included in the booking.

4. Cancellation & Refund Policy (Updated)

We aim to be flexible and supportive when it comes to cancellations and booking changes.

- Wraparound Care: You can amend or cancel bookings up until 2:59pm on the day of the session by contacting our office or site team. You can choose to receive customer credit or a refund (if paid by card). Please allow up to 2 weeks for card refunds.
 - Extra-Curricular Clubs: These are pre-paid for the term. Unfortunately, we are unable to offer refunds, transfers, or credits for missed sessions, including absences due to illness.
 - Childcare Vouchers & Tax-Free Payments: These payments are non-refundable. However, we can issue customer credit where applicable.
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5. Late Bookings

On-the-day bookings can be made online up until 2:59pm. After this time, you may still book by contacting the site directly by phone or email until 5:30pm.

We operate a strict pre-booking system. If your child turns up without a booking:

- If it is their first session, entry will be refused.
- If they have attended before, a £3 late booking fee will apply.

6. Lost Property

Please avoid sending children with valuable toys or belongings, as we cannot take responsibility if these are lost or damaged. While we do our best to return lost items that are clearly identifiable, we cannot guarantee their return.

Lost property will be kept at our Head Office in Bracknell for four weeks. After this period, any unclaimed items will be donated to local charities. If you wish to have an item returned, you can either collect it or cover the cost of postage.

7. Photography & Videography

From time to time, we may take photos or videos at our sessions for use in marketing materials, including social media and Enrolmy. If you do **not** want your child to appear in these images, please opt **out** of photo consent when registering. We respect your privacy and will only use images of children whose parents have given explicit consent.

8. Medical Information & Special Conditions

When booking—either online or by phone—we will ask for details about emergency contacts, medical needs, allergies, and any other relevant information. It is vital that you provide full and accurate details.

Failure to disclose this information may result in your child being excluded from certain activities or, in some cases, from attending altogether. No refund or credit will be offered in such circumstances.

If your child needs 1:1 support due to a medical or behavioural condition, please contact our office in advance. Additional care is subject to availability and may incur extra charges.

9. Early Arrival & Late Collection Policy/Fees

Children should not arrive before their booked session start time. Early arrival may result in refusal of entry unless additional time is booked through the main office and paid for in advance.

Late collection fees apply to cover additional staffing:

- If your child is collected after their booked time, we may extend the session or charge a **£5 fee for every 10 minutes** late.
- If lateness continues beyond this, a **£10 fee per 10 minutes** will be added.

These charges will be added to your account and must be paid before future bookings. Repeated lateness may result in suspension of your childcare account.

10. Safeguarding

Our staff are trained to follow safeguarding procedures. If we have concerns about a child's welfare, or if a child discloses something to us, we are legally obligated to take appropriate action in line with our Safeguarding Policy.

11. Ratios & Age Groups

We pride ourselves on maintaining high standards of supervision:

- **Wraparound Care:** 1 adult to 15 children
- **Extra-Curricular Clubs:** 1 to 16
- **Holiday Camps:** 1 to 15

While we aim to group children by their age, on some occasions we may adjust groups based on attendance and regulatory requirements.

12. Liability

The JR Sports Group accepts no liability for personal injury or death unless caused by proven negligence on our part.

13. Insurance

All children attending our sessions are covered by our Public Liability Insurance.

14. Exclusion Policy

We reserve the right to exclude any child or adult if their behaviour negatively affects the experience or safety of others. In these cases, the parent or carer will be responsible for immediate collection. No refund or credit will be issued. Please refer to our Behaviour Policy for more details.

15. Programme Changes

Sometimes, due to unforeseen circumstances such as poor weather, equipment failure, or venue issues, we may need to make changes to the advertised timetable, venue, or activities. We will always aim to minimise disruption, but no refunds or compensation will be provided.

16. Policies and Procedures

Full copies of all our policies, including Behaviour and Safeguarding, are available on our website. We encourage all parents to familiarise themselves with these.

17. Enforced Venue Closure

If a venue is closed due to unforeseen events—such as weather, strikes, illness outbreaks, or Local Authority instruction—fees will still apply for the duration of the closure. We are unable to offer refunds or credits in such cases.

18. Complaints

We take all complaints seriously and aim to resolve issues quickly and fairly.

If you have any concerns, please contact our Head Office at **01844 617303** or **contact@jrsgroup.com**.

If you're not satisfied with the response, you can escalate the issue by emailing our Director at **james@jrsgroup.com**.

For further support, you may also contact **Ofsted** at **0300 123 4666** or via their website:

www.ofsted.gov.uk/contactus.

19. Data Protection

The JR Sports Group acts as a Data Controller under the Data Protection Act. We collect personal details for the purpose of processing bookings and providing safe childcare.

Your data is stored securely and may be used to send you future updates or promotions. We never share your personal information with third parties.

20. Behaviour

We want all children to enjoy their time with us in a safe and respectful environment. If a child's behaviour disrupts a session or affects others' enjoyment, we reserve the right to issue a behaviour warning or, if necessary, a ban. Please refer to our Behaviour Policy for full details.