*Bailey’s Bumblebees Terms and Conditions*

By booking a place with ‘Bailey’s Bumblebees’, you understand and accept these terms and conditions and they will form the contract between us. Bailey’s Bumblebees reserves the right to vary these terms and conditions at any time.

COVID-19 specific:
We will regularly check and follow the latest guidance from the government which can change regularly. During the pandemic, we implemented extra specific terms and conditions to ensure the safety of our clients and team and to prolong a safe and efficient environment in all of our provisions. Teachers continue to focus on good hygiene. Hands are washed regularly, particularly before and after eating and after using the toilet.

Face coverings and tracing and self-isolation

Face coverings are no longer advised for children, staff and visitors in classrooms, during indoor activities, or in communal areas in out-of-school settings so will therefore not be required at Bailey’s Bumblebees.

In the event of an outbreak, we will seek advice from the local health team or Director of Public Health (DPH). We may then undertake testing for staff and to encourage children of secondary age and above attending their settings to test for a period of time.

What to do if your child is displaying COVID-19 symptoms or has a positive test

You should follow guidance on [People with COVID-19 and their contacts](https://www.gov.uk/government/publications/covid-19-people-with-covid-19-and-their-contacts/covid-19-people-with-covid-19-and-their-contacts) if your child has COVID-19 symptoms.
The main symptoms of COVID-19 are a recent onset of any of the following:

* a new continuous cough
* a high temperature
* a loss of, or change in, your normal sense of taste or smell (anosmia)

If you have any of these symptoms you [should order a PCR test](https://www.gov.uk/get-coronavirus-test). You are advised to stay at home and avoid contact with other people while you are waiting for the test result. You should also follow this advice if you have a positive LFD test result, even if you do not have any symptoms.

Who can attend Bailey’s Bumblebees?
Bailey’s Bumblebees is for children aged 3 – 11 years. Any bookings made for children who fall out of this age bracket will be cancelled and refunded.

Bookings
•     When first signing up with Bailey’s Bumblebees, personal details will be taken via ‘Wix’ websites. Please be assured all data gathered will be kept in accordance with the General Data Protection Regulation 2016.
•     It is not Bailey’s Bumblebees’ policy to issue refunds for any cancellations or child’s sickness/injury leading to them being unable to attend. Should Bailey’s Bumblebees’ have to cancel a childcare provision, you will be refunded

Medical Conditions and Individual Educational Needs:
•         Parents/Carers must notify Bailey’s Bumblebees about any known medical condition/s.
•         We ask that Parents/Carers notify Bailey’s Bumblebees about any known Individual Educational Needs difficulties and if a child has an EHCP to help us ensure they can provide an inclusive, positive and appropriate environment for the individual.
•         Any medication needed must be recording within the online registration form. If not, then please notify the child’s key person.

Bailey’s Bumblebees Staff:
•     All Bailey’s Bumblebees Staff hold an enhanced DBS (Disclosure Barring Service) Certificate
•     All Bailey’s Bumblebees Staff go through a thorough recruitment process in line with our Safer Recruitment policy.

Safeguarding:
•         Bailey’s Bumblebees have a duty to respond if they suspect a child in their care may be suffering from abuse, or if a child makes a disclosure about abuse. In this event, the Designated Safeguarding Officer (Dominic Bailey) will follow the necessary steps detailed in our Safeguarding Policy.
•   If a parent has any Safeguarding concerns, please contact the Designated Safeguarding Officer, Dominic Bailey, directly.

Ratios and Supervision:
•         Bailey’s Bumblebees aims to exceed all statutory requirements for the ratio of staff to children. This varies depending on the age group and activity.

Programme Changes:
•         Bailey’s Bumblebees reserves the right to amend its activity programme, content, dates and times in the event of unsuitable weather conditions, building faults, failure of equipment and any other operational faults that may be unavoidable. Any changes made will not determine compensation or a refund to the customer.

Lost Property:
•         Bailey’s Bumblebees ask that parents/guardians ensure children do not bring anything of great value to a holiday provision as we cannot be held responsible for loss or damage of these items. We cannot guarantee the return of lost property, but will organise a return of items at the end of each week. Bailey’s Bumblebees will hold lost property for a maximum period of four weeks. If property remains unclaimed after this point, Bailey’s Bumblebees will dispose of items or donate them to local charities.

Behaviour Support:
•         Bailey’s Bumblebees has a strict anti-bullying policy and prides itself on creating and supporting and positive environment for individuals to thrive in. If an incident does occur during your child’s time in our care, Bailey’s Bumblebees will communicate directly with the parent/guardian of all children involved. Persistent unkindness will not be tolerated. Bailey’s Bumblebees reserved the right to exclude or refuse any person without notice if we feel the nature of their behaviour compromises the overall safety and ethos of our provision.

Insurance and Liability:
•         Bailey’s Bumblebees Public Liability Insurance ensures the cover of all children in our care. Bailey’s Bumblebees does not accept liability for personal injury or death of any participants unless directly caused by the proven negligence of the company or its staff members.

Complaints and Feedback:
•         Bailey’s Bumblebees is always open to suggestions on how improvements can be made to its provisions. If you or your child are not entirely satisfied with a provision on offer, please contact to the Company Director, Dominic Bailey, directly.

Changes to Terms and Conditions:
•         From time to time we may update these terms and conditions by sending you either an updated version or notification of minor changes. Any questions surrounding changes must be communicated within 7 days of your receipt. Failing this, we will be entitled to treat our agreement with you as being subject to the updated version.
•         These terms and conditions are available on our website and form part of our sign-up process. Please contact Bailey’s Bumblebees to request emailed copies of our policies.

•         Any diversion from the above terms and conditions are gestures of goodwill on the part of Bailey’s Bumblebees.
•         These conditions are implemented to:
1.        Ensure a mutual understanding between parents/carers and Bailey’s Bumblebees
2.        The health and well-being of all children
3.        Provide a smooth operation of all Bailey’s Bumblebees.
Thank you for your co-operation.

Privacy Notice

As part of our ongoing commitment to you, Bailey’s Bumblebees’ privacy policy details clearly our responsibility regarding the handling of your personal data in line with the General Data Protection Act 2016 (GDPR). This will make it easier for you to understand what information we collect about you and how we protect and safeguard your personal data.

By registering your interest or signing up to our holiday provisions, either via our website at www.baileysbumblebees.com, through our booking system, email, Facebook, by phone or in person, you consent to the collection and use of your information under the terms of this policy.

Data Controller
Dominic Bailey of Bailey’s Bumblebees Ltd is the Data Controller for all personal data that you submit and we are regulated by our membership with the Information Commissioner’s Office. We encourage any individuals covered by this privacy notice to contact the Data Controller with any concerns about processing of your personal information.

What information we collect about you:

Personal information
This is data that can be used to identify or to contact you including:
• Parent/Guardian name
• Address
• Email address
• Phone Number
• Child’s name, date of birth and gender
• Relevant medical conditions
• When offering refunds, we take bank details and delete these after use.
Information that you provide by filling out all forms on our website, our paper application forms or signing up for our newsletter. If you contact us by phone or email, we will keep a record of that correspondence and may ask you to complete email surveys for our research and customer satisfaction purposes.

Non-Personal Data
This is information that cannot be used to identify or contact you including:
• Attendance
• First Aid incidents
• Behavioural incidents
• Preferred activities

Do we share your information with third parties?

No, we do not share any of your information with third parties unless in the following two extenuating circumstances:
• We are compelled and requested by legal authorities to provide information
• The business was sold to a new owner along with our hire contracts and customer details.

In order to help the smooth running of our business we use the following online companies to hold your information:
• Wix booking system
These companies have their own Privacy Notices that can be found on their websites.

What do we use data for?
We use it to contact you about bookings, inform you about provision details, company news and in case of cancellation. All correspondence will normally be by email except when otherwise requested. For urgent information, such as cancelling sessions, you will be informed by email and text. Data is also used for invoicing and tax purposes.

Social media
Our website includes social media features e.g. Facebook. Your interactions through these features are governed by the privacy policy of the company providing the social media platforms, such as Facebook and Instagram.

Data Storage
The data we collect in connection with our services is stored locally on our computer system. We have a local server, which securely backs up this data separate to the computer system. Hard copies of any data are stored in locked secured cupboard in a locked office. You are entitled to see the information held about you and you may ask us to make any necessary changes to ensure that it is accurate and kept up to date. If you wish to do this, please contact us either in writing or by email at info@baileysbumblebees.com. We are entitled by law to charge a fee of £10 to meet our costs in providing you with details of the information we hold about you.