



Ultimate Kids Classes

Terms & Conditions

Contents

1. Policy statement
2. Assumption of risk and injury
3. Safeguarding statement
4. Bookings & Payments
5. Booking Cancellations
6. Booking Amendments
7. Drop off & Collection
8. First Aid
9. Food on camp
10. Banned Items
11. Appropriate Clothing
12. Behaviour & Disciplinary
13. Exclusions
14. Accessibility & Inclusiveness
15. Complaints & Concerns
16. Lost property
17. Guidance & Rules
 - 17.1. Ultimate Kids Toddlers
 - 17.2. Ultimate Kids Dodgeball
 - 17.3. Ultimate Kids Fun Fitness
18. Contact us



Statement

Here at Ultimate Kids we put a lot of care, time and effort into the planning, preparation and delivery of all our Ultimate Kids Classes. Our terms and conditions are in place to ensure that all parties involved with our camps understand the severity and importance of which our Ultimate Kids Classes operate.

With this said, we have implemented the following terms and conditions to set out some of the key areas within our camps and procedures that you can follow if needed. We ask you respect our terms and conditions and prompt you to read, understand and accept them.

Assumption of risk and injury

You voluntarily accept, understand and assume the risk of injury to my child ("Attendee") from the Ultimate Kids activities due to the physical nature of the activity, including but not limited to falls, contact with other participants, employees and equipment and being injured by thrown, batted or kicked balls or other equipment. Attendee agrees to follow all instructions and to wear all necessary, recommended and appropriate protective gear and equipment.

Safeguarding statement

Ultimate Kids is committed to safeguarding and promoting the welfare of children and young people. Safer recruitment is central to the way we work and all staff and volunteers are expected to share our commitment to safeguarding, always creating an environment where young people feel safe and can thrive.

We acknowledge that all children have a right to grow up in an environment that is not abusive. We are aware that child abuse occurs to children of both sexes, at all ages and in all cultures, religions, social classes and to children with and without disabilities.

We have a responsibility to our members and to the authorities to report suspected child abuse. Procedures will be followed sensitively but absolutely. Our loyalty in such circumstances remains with the child.

When any person has knowledge or suspicion that a child is either being abused, or is at risk of abuse, or that a carer has seriously neglected or failed to protect a child, he/she has a personal duty to report this to:

1. The Class Coordinator on site; or
2. Head Office on 0151 662 0300; or
3. The Local Safeguarding Children's Board (LSCB) and Health and Social Care

We will investigate and act quickly if there is any suspicion of discrimination towards any child. Any allegations against staff will be reported and appropriate action taken immediately.

You can see our safeguarding policy in full [here](#).

Bookings & Payments

All Ultimate Kids Class bookings are to be completed prior to attendance; this applies to all. A completed booking consists of:

- Selected dates and sessions
- All relevant forms are filled out and done so correctly
- Full payment
- Confirmation from Ultimate Kids

Here at Ultimate Kids we are working hard to make more options available for parents to pay for their children. With that being said, at the current moment we only accept online payment, invoice payments, BACS and occasionally cash payments if agreed by management prior to arrival.

Please note: We currently do **not** accept childcare vouchers.

Booking Cancellations

Cancellation due to request from customer:

- Bookings can be cancelled at any point, although the below rules apply:
 - ◆ REFUNDS
 - 48+ hours prior to the start of the Ultimate Kids Class: **100% REFUND**
 - 48 hours prior to the start of an Ultimate Kids Class: **50% REFUND**
 - Within 24 hours or when a Ultimate Kids Class has commenced: **0% REFUND**
 - ◆ CHANGING CLASS
 - 48+ hours prior to the start of the Ultimate Kids Class: **NO FEE**
 - 48 hours prior to the start of an Ultimate Kids Class: **50% FEE**
 - Within 24 hours or when a Ultimate Kids Class has commenced: **100% FEE**
- On occasion, if deemed reasonable by management the above rules may be broken and an alternative solution may be offered.

Cancellation due to company decision:

- In some instances Ultimate Kids may have to cancel an Ultimate Kids Class that you are booked on to. In the event of a cancellation the following rules may apply:
 - ◆ REFUNDS
 - No refunds will be issued for bookings unless the nature in which the class was cancelled was the fault of Ultimate Kids
 - ◆ CREDITS
 - A credit for the total amount of your booking will be added to your account to use on any Ultimate Kids services
 - No expiry date will apply
 - ◆ OTHER
 - In unique circumstances Ultimate Kids may offer you alternative options in relation to the nature of which the class was cancelled.

- Circumstances beyond our control (Force Majeure):
 - ◆ We reserve the right to cancel any Ultimate Kids Classes place, at any time, and with any notice period, in the event of circumstances beyond our control preventing us from operating class as we planned. This clause applies to the cancellation of any and all Ultimate Kids Classes booking made.
 - ◆ In the event of the cancellation of an Ultimate Kids Classes booking due to circumstances out of our control, we reserve the right to review and amend our refund policy.

Booking Amendments

Amendments to your Ultimate Kids Class booking are allowed although the below rules apply:

- Amendments must only be made for the same Ultimate Kids Camp that you are booked on to.
- All amendments will incur an admin fee of the following:
 - ◆ 48+ hours prior to the start of the Ultimate Kids Class: **NO FEE**
 - ◆ 48 hours prior to the start of an Ultimate Kids Class: **50% FEE**
 - ◆ Within 24 hours or when a Ultimate Kids Class has commenced: **100% FEE**

All amendments of your bookings must be done so via email to customercare@ultimatekidsltd.co.uk quoting your booking number and your desired amendment. This allows us to ensure that the correct admin fee can be applied as your email will be dated even if we do not get back to you as soon as we would like during busy periods. Failure to submit your amendment via email may result in a higher admin fee and/ or no amendment being made.

Drop off & Collection

Our drop off and collection protocol is strictly in place to ensure the safeguarding of your child. We ask that you follow the instructions from the class coordinator present and do not try to stray from them. You can see a step by step guide to each venue in the 'Guidance & Rules' section of this policy.

- Drop off:
 - ◆ All attendees must arrive before the class start time to ensure that class can start on time.
- Collection:
 - ◆ All personnel collecting a child must arrive before the end of class to ensure that no child is left waiting. This is important as there may be back to back classes and there may not be staff to supervise your child after the class has finished.

Please note: There is a waiting/ seating area for parents to wait and watch each class if desired.

First Aid

Ultimate Kids employees do their best to plan and set up all activities with the safety of the children in mind. Although, as we have identified in the '*Assumption of Risk*' section of this document there may be accidents and incidents as a result of certain situations. With this said, there will always be a qualified first aider present on site to deal with any injuries. In the event of an accident/incident resulting in injury the following procedure will be carried out when handling the situation:

- The child will be reassured and calmed down by a member of staff

- An initial assessment of the injury will be made and followed up with the appropriate action
- If necessary, the first aid procedures will be carried out by a trained first aider
- When the child is settled. The parent/guardian may be contacted to inform them on the situation and if necessary asked to come and collect their child

You can view our full Health & Safety policy [here](#) or our Accident & incident policy [here](#).

- Hot drinks
- Fast food (this includes attempting to drop off during the day)
- Any choking hazards e.g lollipops, chicken on the bone,

Banned Items

It is in the interest of safeguarding, security and safety of all employees, children and parents that the below items do not enter any of our Ultimate Kids Camps:

- Sharp objects
- Aerosol sprays
- Personal belongings
- Electronics including:
 - ◆ Phones, Watches, Toys, Tablets, Lasers, Game consoles

In the event of any of these items being found in a child's possession during a camp day, our staff have the right to confiscate the item and will hand it over to their adult at the end of the day.

Appropriate Clothing

An Ultimate Kids Class is an active and physical environment which can result in mucky clothing and/or increased heart rate resulting in sweat. With this in mind, we want all children to feel comfortable when being active and sweaty therefore all children should wear **sports clothing only** to help support their activities.

We recommend the following items:

- Sports t-shirt
- Sports short or tracksuit pants
- Hoody, tracksuit top etc
- Sport coat/ waterproof
- Sport trainers

We do not recommend the following and you may be asked to change your child before entering:

- Jeans
- Dresses
- Certain footwear
 - ◆ Designed shoes, sandals, slides, wellies, football boots, high heels, heeled shoes
- Jewellery
- Accessories such as handbag/ satchel etc

Behaviour & Disciplinary

Ultimate Kids' main priority is to create a community where each member feels equally valued and respected, every member of the Ultimate Kids community is treated fairly. Ultimate Kids expects every member of the community to take a respectful and considered approach towards each other.

We treat all children fairly and apply this behaviour policy in a consistent way. This policy aims to help children grow in a safe and secure environment, whilst helping to create role models which will affect the wider community.

Ultimate Kids has a number of rules, however our behaviour policy is not primarily concerned with rule enforcement but is primarily concerned with promoting positive social relationships so that everyone can work together to create a friendly and cooperative atmosphere.

You can see our Pupil Behaviour & Discipline Policy [here](#) to understand our procedures and expectations throughout the organisation.

Exclusions

We reserve the right to exclude or refuse any person at any time prior to and during a class if, in our opinion, that person is incompatible with the general well being of the class.

Accessibility & Inclusiveness

Ultimate Kids will guarantee children with a safe, caring environment free from discrimination. Our aim is to help children learn the value of difference and increase their awareness of societal diversities. This can be achieved with adherence to the following principles:

- Discrimination based on Class, Culture Ethnicity, Sexual orientation, Gender, is unacceptable.
- Help all children to celebrate and express their cultural and religious identity by providing a wide range of appropriate resources and activities
- Our activities aim to develop, educate, and prepare all our pupils for life whatever their Ability, Ethnicity, Family Background, Gender, Language Religion or Sexual orientation
- Ensure that Ultimate Kids recruitment policies and procedures are open, fair and non-discriminatory
- Work to fulfil all the legal requirements of the Equality Act 2010

You can view our full Accessibility & Inclusiveness Policy [here](#). This document covers the following areas:

- Challenging inappropriate attitudes and practices
- Promoting equal opportunities
- Children with additional needs
- Accessibility

Complaints & Concerns

We pride ourselves on the delivery of our Ultimate Kids Classes although, we understand that from time to time we may not fulfil everyone's expectations. With this said, if you do have a complaint or concern that you would like to discuss with the relevant personnel then the below procedures are to be followed:

- Email customercare@ultimatekidsltd.co.uk
 - ◆ Subject: COMPLAINT & CONCERNS
 - ◆ If as much detail as possible, describe the reason you are emailing
 - ◆ Leave your booking number, and contact details

We aim to be in touch within 24 hours of your initial email Monday-Friday.

All staff at Ultimate Kids follow our complaints and concerns policy to ensure consistency and fairness throughout the organisation and encourage that you respect the policy too. You can see our full Complaints & Concerns Policy [here](#).

Lost Property

With a high number of participants attending our Ultimate Kids Classes, lost property will build up. We do our best to get property back to the owner on the day although, if not, the class staff will have a display table with all items found. This will stay available at each class..

If you are still missing any items after a class is finished we will keep all lost property for a further **two weeks** before donating it to our partnering children charity; [Centre 56](#). To enquiry about an item that your child has lost you can do so by contacting Ultimate Kids via email, social media or phone.

Guidance & Procedures

Ultimate Kids Toddlers

1. X

Ultimate Kids Dodgeball

1. X

Ultimate Kids Fun Fitness

1. X

Contact

If you need to contact Ultimate Kids regarding general enquiries about an Ultimate Kids Camp please do so using the following email: customercare@ultimatekidsltd.co.uk

