



Terms & Conditions

RAMAJAY KIDS LTD – TERMS & CONDITIONS

1 EQUAL OPPORTUNITIES STATEMENT

- 1.1 Ramajay Kids welcomes and celebrates children of all religious beliefs, faiths, cultures and abilities and believe that each child is unique and of equal value.
- 1.2 Education and understanding of other people's needs and backgrounds will be fostered to promote positive behaviour and attitudes.
- 1.3 The Club will not discriminate against children or adults on the grounds of disability, sexual orientation, class, family status, HIV/Aids status or other protected characteristic.
- 1.4 Discriminating behaviour, attitudes and comments will be challenged, regardless of whether they are from children, staff, parents or carers and we will investigate and act quickly if there is any suspicion of discrimination towards any person at our setting.
- 1.5 Our Club will not tolerate any form of racial or discriminatory harassment on any basis.
- 1.6 Ramajay Kids recognises that some children have additional needs or disabilities that require particular support and assistance. We will assess the individual needs of each child in consultation with their parents prior to their attending the Club, and will make reasonable adjustments including additional adult support where possible and reasonable, to ensure that children can access our services and are made to feel welcome.
- 1.7 All members of staff will assist in supporting children with additional needs or disabilities in line with their support plan.
- 1.8 We work to ensure that the Club's recruitment policies and procedures are open, fair and non-discriminatory.
- 1.9 Work to fulfil all the legal requirements of the Equality Act 2010.

2 AVAILABILITY

- 2.1 Places are subject to availability – our booking system is regularly updated online and will show as a "Waiting List" if there are no spaces for the allocated session.
- 2.2 We highly recommend you sign up to the "Waiting List" and should any spaces come available, we will contact you immediately via email.

3 YOUR BOOKING

- 3.1 All bookings will be confirmed by email.

3.2 Full payment is regarded as acceptance of our booking conditions.

3.3 Ramajay Kids accepts payment by credit or debit card alongside childcare vouchers and government tax free childcare.

3.4 To help us keep our administration costs low, there is a booking fee of £1 per transaction on all online bookings.

3.5 If you give us at least 14 days' notice before the date(s) you would like to cancel, we will refund all monies paid only if your child's space can be filled by someone on our waiting list.

3.6 We regret that no refund is available within 14 days of the start date, except in the case of illness/injury. All claims should be supported by a doctor's note in order to obtain a refund.

4 COMPLAINTS POLICY

4.1 Please contact us via our website or directly via complaints@ramajaykids.co.uk. An Ofsted compliant "Parent Information" poster is displayed on site with contact details required to make a complaint.

4.2 An investigation is undertaken in accordance with the principle that the welfare of the child is safeguarded and promoted. We always record full details of any complaint, including any subsequent information, action taken and whether the complaint is complete.

4.3 If necessary, it will be investigated and a verbal or written report will be returned to the complainant within seven days or, by agreement, it will be extended by a further 14 days.

4.4 If the response is not satisfactory, stage two of the process will be entered and the complainant will be asked to put the complaint in writing. Further consideration will be given and a written response, including investigation findings and action taken, will be forthcoming within 28 days.

4.5 If another agency, such as the police or an inspection authority investigates, we will consult with them on how to proceed and inform the complainant of progress. A written record of complaints will be kept and is available upon request.

4.6 In England, Ofsted can be contacted by telephone on 0300 123 1231 or in writing at The National Business Unit, Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD.

5 SUSPENSIONS & EXCLUSIONS

5.1 We reserve the right to suspend, exclude or refuse any person at any time prior to and during the Club if, in our opinion, that person is incompatible with the general wellbeing of our setting.

5.2 Children will be expected to agree to the *Behaviour & Electronics Policy* before attending.

5.3 No refund will be made for any remaining days booked, and any costs associated with the suspension or exclusion, including transport home, will be the parents' responsibility.

6 LATE PICK-UP

6.1 Our standard hours are outlined at the time of booking.

6.2 All children **MUST** be collected by the stated finishing time.

6.3 If for any reason you are detained and unable to collect your child by this time, we ask that you call us as soon as possible.

6.4 Up to two Team Members will wait with your child until they are collected.

6.5 You will be charged a late pick-up fee of £5 for every 15 minutes after the stated finishing time to cover this staffing cost.

6.6 If we have no contact from a parent/guardian by 5pm, we will contact the Local Authority to advise them we have an uncollected child.

6.7 We reserve the right to refuse future bookings from parents who continually pick up late.

7 INSURANCE

7.1 All children in our care are covered by our Public Liability Insurance (up to 10 million).

8 VENUE CANCELLATION

8.1 In exceptional circumstances we may have to cancel particular dates. In this event, we will try to give those booked onto the programme at least 14 days' notice and refund all monies paid for the dates cancelled.

9 CHANGES TO TERMS AND CONDITIONS

9.1 From time to time we may update these terms and conditions by sending you either an updated version or notification of minor changes.

9.2 You are free to not accept these changes but we would ask you to notify us in writing of your non-acceptance within 14 days of receipt, failing which we will be entitled to treat our agreement with you as being subject to the updated version.

10 TERMINOLOGY

10.1 In these Terms the following definitions apply:

10.1.1 Setting or Club means a childcare programme for Customers taking place outside of school hours;

10.1.2 Customer means a customer of Ramajay Kids who purchases a childcare service such as a Summer School;

10.1.3 Agreement means a legally enforceable understanding between two or more legally competent parties.

This policy was adopted by: Ramajay Kids

Signed: Tiana Parry

Last reviewed: May 2025

To be reviewed: May 2026