

# REIKI the PEOPLE

## Terms and Conditions

### Collection of children from our activities

1. Children may only be collected by your named adult. If parental permission has been expressly granted in writing via our booking system or by email, children may leave to walk home at the end of the session.

2. **Late collection of children**

**It is essential that you keep your contact details up to date and that you ensure you have provided us with a backup emergency contact number in case you cannot be reached. You can access your account with us at all times by logging onto the booking system and editing your account .**

**The clubs finish at the times stated on your booking form.**

**If for any reason, you are delayed, please use the contact number 07590912509 to let us know.**

**A late collection fee of £25 will be charged if children are collected after the session's office end time.**

Social services will be informed if your child remains uncollected at 6pm and you have failed to contact us.

### In case of illness

1. Please remember that we need to know if your child (or children) **will not** be attending activities booked – to do so please call the manager on 07590 912509 and contact us
2. Staff will contact parents/carers and request that a sick child be taken home if they become ill when they are in our care, please ensure you provide us with an emergency contact number as well as an primary contact number – these details can be updated on the online booking system under 'My details'
3. During term time - children that are recorded as unwell/sick during school hours may be accepted into the after school clubs at the discretion of our staff. If they are not accepted, they will remain the responsibility of the school.
4. We are unable to accept children into our care who are unwell. Please inform us of any infectious illness your child contracts.
5. If your child has had sickness or diarrhoea please do not send him/her to the Club for 48 hours after the illness has ceased.

## **ADDITIONAL NOTE DURING COVID-19**

6. If your child is unwell whilst at school on the day that we are running the clubs the child will remain in the care of the school until the child is collected.

## **Policies and procedures**

REIKI the PEOPLE operates under several policies and procedures including our Safeguarding Policy and Procedures which are contained in the Parents Information Guide.

## **Equal Opportunities**

1. Our clubs provide a high level of accessibility to the community at large whenever possible, when using school premises for our after-school clubs the access has to be limited to the pupils of that school.
2. REIKI the PEOPLE operates an inclusive admissions policy, taking positive action wherever necessary to ensure that equality of access is provided to all children irrespective of race and gender.
3. REIKI the PEOPLE seeks to promote equal opportunities and counter discrimination and stereotyping in the materials presented to the children and experiences offered to them.

## **Admissions**

1. Bookings are made using our online booking system. This is a live booking system which is up to date with availability.
2. Your booking is only secured on receipt of payment.
3. For our after- school clubs we operate a waiting list for all clubs that are full.  
The waiting list is operated on a first come first served basis, please contact the bookings manager for more details of this by contacting us

## **Insurance**

All participants are covered by Public Liability Insurance whilst at REIKI the PEOPLE however REIKI the PEOPLE cannot be held responsible for any act, omission or loss or damage unless proven to be caused by REIKI the PEOPLE's negligence. Our provider is Balens and we are covered to teach up to children. Our policy number is: ZCX513AA

## **First Aid**

There will always be at least one Certified Appointed First Aider on each course. In the event of an accident, first aid will be administered to participants in our care and if necessary, the emergency services will be called.

## **Arrival & Departure**

Each participant will be registered at the start of the day and signed out at the end of each session. It is the responsibility of parents to ensure they always comply with these procedures.

## **Photography**

During REIKI the PEOPLE courses, photographs may be taken of participants during course activities. These images may be used for publicity purposes in an image, on video, on our website, or in printed publications.

## **Cancellation Policy:**

### **Holiday clubs/Workshops/Courses/Trainings**

1. Any bookings fees for any REIKI the PEOPLE Courses, Training, Workshop, Retreat, product, service and other events are non-refundable. A registration is transferable to another date or event hosted by REIKI the PEOPLE. If you need to change your booking please call or email asap.  
Sale or transfer of your course -training program tickets to another person is not permitted.
2. If our activities are cancelled due to poor weather or staff illness a credit will be applied to your account; we will contact you by text and/or email to inform you.

## **After school clubs:**

Our after-school clubs are organised and enrolled for the full school term.

Sorry, we have had to impose a strict no refund policy. If you need to change your booking please call or email asap.

We do not provide any refunds for absences of any children during term time.  
Should we have to close due to government guidelines, we would issue you a refund.

## **Cancellation by the Provider:**

The Provider is entitled to cancel all bookings/registrations at any time prior to the commencement of the activities whereupon registration payments will be refunded in full.

## **DURING COVID-19**

If our after-school activities are affected by COVID-19 we will not be reimbursed for activities, instead we will move our after-school activities to online classes. In this event we will contact you by email with instructions and information about how we will manage this.

If our holiday clubs are affected by COVID-19 we will offer all parents/guardians the option to join us online or be refunded.

## **Contact Information**

Manager & Safeguarding Officer: Cindy Theodore 07590912509

[cindy@reikithepeople.com](mailto:cindy@reikithepeople.com)

Bookings Manager: