



TJ's Club Terms and Conditions

- I consent for my child to attend TJ's Club. I understand that the club has policies and procedures (which are available on our [website](#)), and that there are expectations and obligations relating both to the club, to myself and my child, and I agree to abide by them.
- I will book my child into the club using the iPAL booking system and will pay promptly for all booked sessions whether my child attends or not (eg due to illness or holidays), unless I have made other arrangements with the manager.
- I understand that no places can be cancelled or amended within 1 day of the session and any places cancelled beforehand will be granted as a credit in my online wallet.
- It is my responsibility to manage any cancellations and inform the setting if my child will not be attending a booked session.
- I understand that TJ's Club is a play setting and that whilst my child is there TJ's Club (Hampshire) Ltd is legally responsible for him/her until collected.
- My child will be provided with a snack and drink whilst at the club unless otherwise requested.
- It is my responsibility to keep the club staff informed of any changes to the information held on iPAL, regarding my child (eg contact details, medical conditions, etc).
- I accept that my child may take part in messy activities while at TJ's Club. I understand that I can provide my child with appropriate clothing to accommodate this if I wish.
- If, due to unforeseen circumstances, I am going to be late collecting my child, I will contact the setting as soon as possible.
- If I do not collect my child by the end of their booked session, I will pay a charge of £5 per quarter of an hour to cover the costs of the staff who are legally required to supervise my child as detailed in the [Uncollected Child Policy](#).
- If I do not collect my child by 6.30pm, and the club has been unable to reach me or any of my emergency contacts, I understand that TJ's Club staff will contact Social Care as detailed in the [Uncollected Child Policy](#).
- Whilst TJ's Club tries to ensure the safety and security of items, I understand that it cannot be held responsible for loss or damage to my child's property whilst at the Club.



TJ's Club Terms and Conditions (cont'd)

- I have read the club's [Behaviour Management Policy](#) and agree to its terms and appreciate that in some circumstances it may be necessary to exclude my child from the club, with no refund for any missed sessions unless otherwise agreed with the manager.
- If there are any incidents at TJ's Club involving my child, I will be informed.
- If my child has an accident at the club, he/she will be treated by a qualified first aider and I will be informed as soon as possible. If my child needs urgent medical treatment and I am unavailable, a member of staff from TJ's Club (Hampshire) Ltd will sign any consent forms necessary for treatment on my behalf.
- Information held by TJ's Club (Hampshire) Ltd regarding my child will be treated as confidential. However, in certain circumstances, for example if there are child protection concerns, I understand that the club has a legal duty to pass certain information on to other agencies, including Police, Social Care and health care professionals.
- I understand that aggressive and abusive behaviour towards staff will not be tolerated.
- I agree that I will not use a camera, mobile phone or other mobile device on club premises.
- I understand that TJ's Club (Hampshire) Ltd is run as a private business and as such, any concerns must be raised with TJ's Club Management and not directly with the school.
- If I have a query or concern, I will speak to a member of staff at the setting when I collect my child. If I am not satisfied with how my issue has been dealt with, I will email management on contactus@tjsclub.co.uk.

I have read and understood the above terms and conditions and I agree to abide by them.