

## Privacy Policy

In this privacy policy references to “we”, “us” and “our” are to:

Kids Outdoors Ltd whose registered office is at 27 Chequers Lane, Grendon, Northamptonshire, Nn7 1jp

References to “our Website” or “the Website” are to: [www.kids-outdoors.com](http://www.kids-outdoors.com)

What information we collect and how we collect it

The information we collect via the Website may include:

1. Any personal details you knowingly provide us with through forms and our email, such as name, address, telephone number etc. We hold that data for as long as your child attends our clubs, after that we will hold your information for 5 years unless you tell us to destroy it.
2. Your preferences and use of email updates, recorded by emails we send you (if you select to receive email updates on products and offers).
3. Your IP Address, this is a string of numbers unique to your computer that is recorded by our web server when you request any page or component on the Website. This information is used to monitor your usage of the Website.
4. Data recorded by the Website which allows us to recognize you and your preferred settings, this saves you from re-entering information on return visits to the site. Such data is recorded locally on your computer through the use of cookies. Most browsers can be programmed to reject, or warn you before downloading cookies, information regarding this may be found in your browsers ‘help’ facility.

What we do with your information

Any personal information we collect from this website will be used in accordance with the General Data Protection Regulations 2018.

The details we collect will be used:

1. To process your request, to provide after sales service (we may pass your details to another organisation to supply/deliver products or services you have purchased and/or to provide after-sales service);
2. In certain cases we may use your email address to send you information on our other products and services. In such a case you will be offered the option to opt in/out before completing your purchase. We may need to pass the information we collect to other companies for administrative purposes. We may use third parties to carry out certain activities, such as processing and sorting data, monitoring how customers use the Website and issuing our e-mails for us. Third parties will not be allowed to use your personal information for their own purposes.

Your Rights

You have the right to request a copy of any information that we currently hold about you. In order to receive such information please send your contact details including address and payment of £10 to cover administration expenses to the address listed above.

Other Websites

This privacy policy only covers this website. Any other websites which may be linked to by our website are subject to their own policy, which may differ from ours.

## TERMS AND CONDITIONS:

Kids Outdoors has the following Terms and Conditions to ensure parents and carers know and understand their and our responsibilities.

### REGISTRATION:

**Holiday Clubs:** It is your responsibility to inform us of any change of contact details, change of pick up person and any new medical information concerning your child.

**After School Clubs:** It is your responsibility to inform us of any change of contact details, change of pick up person and any new medical information concerning your child.

### BOOKINGS:

All bookings are accepted on a first come, first served basis. Please be aware your child’s place will not be confirmed until full payment has been received. Bookings can be made online only.

### PAYMENTS:

**After School and Holiday Clubs** – All After School and Holiday Clubs must be paid for in advance. Your child’s place will not be guaranteed until full payment has been received.

**School workshops** – All bookings will require a deposit of £50 at the time of booking to hold the date. The invoice must be paid in full in advance of the workshop.

**Birthday Parties** – All Parties will require a deposit of £50 at the time of booking to hold the date. The remaining balance must be paid one week prior to the party date, based on the number of children who will attend. Last minute additions can be paid for on the day to the instructor – though please keep us informed as we need to ensure we have enough staff for any additional children.

**CANCELLATIONS AND REFUNDS:**

**After School Clubs** – After School Clubs are booked on a termly basis and can only be refunded 4 weeks before term begins.

Kids Outdoors is under no obligation to refund or transfer your money in the event that you are unable to attend part of or the entire course. We regret that we are unable to offer an alternative for missed lessons. Unfortunately, what seems like one simple request is an impractically huge administrative task when spread across lots of children.

If your child is sick or does not attend, you will still need to pay for the session. If your child is not attending the club on their usual day please contact Kids Outdoors directly (not the school office)

If your child is no longer to attend the club, due to unacceptable behaviour and it has been decided by Kids Outdoors, that the child can no longer attend the club for the safety/well being of them and other children – unfortunately we can't offer a refund in these circumstances, due to no longer being able to re-book that space.

If it is decided mutually by Kids Outdoors and the child's carer, that the child should no longer attend the club for whatever reason, we will do our best to offer a refund if possible. If able we will try to re-book that space, but not always possible unfortunately.

No refund will be available for sessions if we are not given notice of a child no longer being able to attend the club, or no reason.

**School Closure or Strike Action:** As per our T&Cs unfortunately the school closure is beyond our control and we cannot refund/provide credits for these sessions.

No refunds will be provided if we are not able to open the After-School Club due to a reason that is beyond our control.

Refunds will only be issued in the unlikely event of cancellation of a class or workshop by Kids Outdoors and will not be issued for situations out of our control. (i.e. weather, school closures, acts of god). In such circumstances Kids Outdoors may, but shall not be obliged to, offer rescheduled sessions. This is very much dependent on the school venue availability.

Please ensure you arrive to collect your child promptly. If you are running late, please contact Kids Outdoors so that arrangements can be made for staff to stay on site with your child. We need to retain two members of staff on site with any children. We therefore have a late collection fee to cover their additional hours. The late fee is £5.00 for each 15 mins.

**Holiday Clubs** – Bookings may be cancelled or altered (subject to availability) up to 8 weeks before the date of the booking for a full refund.

Between 8 weeks and one week before the date of the booking, you may change your booking or cancel and receive a credit note. This will incur an admin charge of £5.00.

7 days prior to the booking no refunds or credit notes will be given.

If your child is sick and does not attend, you will still need to pay for the session.

If your child is no longer to attend the club, due to unacceptable behaviour and it has been decided by Kids Outdoors, that the child can no longer attend the club for the safety/well being of them and other children – unfortunately we can't offer a refund in these circumstances, due to no longer being able to re-book that space.

If it is decided mutually by Kids Outdoors and the child's carer, that the child should no longer attend the club for whatever reason, we will do our best to offer a refund if possible if time allows to re-book the space. If able we will try to re-book that space, but not always possible unfortunately. We are under no obligation to refund if the space cannot be re-booked. A credit note can be offered if more than 7 days in advance, but a £5 admin fee will be charged.

The Kids Outdoors holiday clubs run whatever the weather – in the unlikely event of extreme or dangerous weather conditions Kids Outdoors reserves the right to cancel the holiday club session and offer an alternative indoor venue or a credit note.

**Birthday Parties** – Bookings are secured with a non-refundable deposit. Deposits are non-refundable but transferrable with more than 2 weeks' notice. In the unlikely event of extreme or dangerous weather conditions Kids Outdoors will consult with the customer with regards rescheduling the party at everyone's nearest convenience.

**Tots Outdoors** – If your child is sick and does not attend, you will still need to pay for the session. Tots Outdoors clubs run whatever the weather – in the unlikely event of extreme or dangerous weather conditions Kids Outdoors reserves the right to cancel the Tots Outdoors session and offer an alternative indoor venue or a credit note.

**Credit notes** – Credit will be valid for one year from date of issue.

**LOST PROPERTY:**

Kids Outdoors does not accept any responsibility for children's lost property. All lost property will be kept for a week following clubs and then donated to charity. Any lost property from the After-School Clubs will be put in the schools lost property. Please contact Kids Outdoors if your child has lost something at one of our clubs.

**Complaints Policy:** Kids Outdoors takes any customer complaints very seriously. The Director will respond to any complaint within 24 hours and you will receive a written response within 72 hours. You will be notified if there is any deviation from this response time.