

Terms & Conditions

Details of Junior Adventures Group UK Ltd

Head Office:

5a Millars Brook Business Park,
Molly Millars Lane,
Wokingham,
Berkshire,
RG41 2AD

Email: hello@junioradventuresgroup.co.uk

Telephone: 0333 577 1533

Website: <https://junioradventuresgroup.co.uk>

These terms and conditions cancel out and supersede previous dates.

Terms and Conditions

Please read these Terms and Conditions carefully. By signing up for an account with Junior Adventures Group UK Ltd, you accept these Terms and Conditions (which constitute a legal agreement).

We'll start with the basics, including a few definitions to help you understand this agreement. Junior Adventures Group UK Ltd (or the "Service") is a childcare service offered through the URLs <https://junioradventuresgroup.co.uk> and/or <https://bookings.junioradventuresgroup.co.uk> (we'll refer to them collectively as the "Website") which allows you to create an account in order to view and book Out of School Hours Care Services including Before School Care, After School Care, Term Time Sports Clubs and Holiday Programmes for children aged 4-12 years (site dependant).

Customer Account Eligibility

You must:

- Be 18 years old and legally able to enter into contracts
- Complete the registration process
- Agree to these Terms and Conditions
- Provide true, complete, and up-to-date contact information

Closing your Customer Account

You or Junior Adventures Group UK Ltd may terminate this agreement at any time. We may suspend our service to you at any time with/without cause and will refund you for any unused credits.


Once terminated we will delete all personal information we hold and if you do not log into your account for 18 months, we may treat your account as inactive and delete it from our systems. Further information on our retention policy is set out in our Privacy Policy.

Account and Password

You're responsible for keeping your account name and password confidential. You'll immediately notify us of any unauthorised use of your account. We don't have access to your current password, and for security reasons, we may only reset your password.

Admissions

Junior Adventures Group UK Ltd provides services to all children and is free from discrimination regardless of their gender, specific needs, learning difficulties, background, religion, ethnicity or how well they can speak English.



Junior Adventures Group UK Ltd encourage children with additional needs to participate in its activities. Should a child require 1:1 care, Junior Adventures Group UK Ltd endeavours to assist by working with local agencies, such as the Local Family Information Service (FIS), in an attempt to obtain the appropriate additional care and funding for the child. Please note that booking requests for 1:1 care must be submitted at least 14 days in advance.

Bookings

Bookings for all Junior Adventures Group UK Ltd services must be made in advance. Full payment must be made at the time of booking if paying via credit or debit card. Card instalment payment plans are available for bookings made in advance.

If paying via childcare vouchers, please note that payments can take up to 7 days to arrive. Please use your Parent ID number as a payment reference.

If you have selected to pay by either card instalment plan or childcare voucher/tax-free childcare payments, your first instalment will be due the month prior to the start of your booked sessions.

For Tax-Free Childcare payments, please email our Customer Relations Team at hello@junioradventuresgroup.co.uk quoting your child's HMRC reference number.

Please note that having an overdue balance may lead to the termination of your child's place within the club.

Junior Adventures Group UK Ltd will pass any unrecovered fees to an external debt collection agency. Any fees associated with the debt collection will be passed on to the debtor. Bookings can be made online via the Junior Adventures Group UK Ltd website: <https://junioradventuresgroup.co.uk> and/or <https://bookings.junioradventuresgroup.co.uk>.

Prices are reviewed annually and will be increased in line with the Consumer Price Index.



Methods of Payment


Junior Adventures Group UK Ltd accepts payment by credit or debit card and childcare vouchers. Please note that we do not accept American Express. Under no circumstances is cash accepted as payment for a booking at any Junior Adventures Group UK Ltd site.

Childcare Vouchers

If your employer offers a childcare voucher scheme, you may be able to use these vouchers towards the payment of your booking. Junior Adventures Group UK Ltd accept the following childcare vouchers:

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- Apple Childcare vouchers
 - Allsave
 - Busy Bees
 - Caboodle
 - Care 4
 - Childcare Plus
 - Computershare
 - Co-op
 - Childcare Voucher Solutions
 - Edenred
 - Employers For Childcare
 - Fair Care
 - Fideliti
 - Gemelli
 - Kiddivouchers
 - Kids Unlimited
 - PES
 - RG Childcare
 - Sodexo
 - The Salary Exchange
 - TFC (Tax Free Childcare)
 - Allsave Limited
 - Busy Bees Benefits
 - Childcare Choices
 - Co-operative Employee Benefits
 - Early Years Vouchers
 - Enjoy Benefits
 - Gemelli
 - Salary Exchange Vouchers
 - Sodexo Motivation Solutions
 - Spelthorne Playscheme
 - TEDS eVouchers
 - You at work


Childcare Tax Credits



You may be entitled to childcare tax credits, which could assist with up to 70% of the cost of this booking. To find out if you qualify, call the Tax Credit Office on 0845 300 3900, or visit www.taxcredits.inlandrevenue.gov.uk.

Promotional Codes/Discount Codes/Voucher Codes

- Booking must be made before the individual code expiry deadline.

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- Voucher code can only be used to the value of the pre-determined discount. Any additional charges will need to be paid at the time of booking.
 - All voucher codes are only applicable for future bookings and cannot be redeemed against existing bookings
 - All bookings are subject to availability.
 - Our standard Cancellation Policy applies. The voucher code will be voided per any cancellation.
 - Any voucher/promo code redemptions are non-refundable upon cancellation and cannot be exchanged for a monetary value.
 - Discount vouchers or offers can only be used for the purpose stated.
 - Only one offer or discount code can be used per booking.
 - Each voucher code can only be used once per customer.
 - Holiday Club Early Bird Offers are only for holiday club bookings.
 - Holiday Club Early Bird Offers are to be used for specific holiday periods determined only.
 - Any codes used outside the above terms and conditions will be voided, and you will be liable for charges relating to any accrued discount.
 - Sibling Discount is valid for wraparound bookings only and can only be applied to bookings containing two or more siblings.
 - The 5% Sibling Discount is automatically applied to bookings at the checkout stage.
 - For Customers who booked with Fit For Sport prior to the Junior Adventures Group UK rebrand in February 2023, the sibling discount won't be available on their account until the 2023/2024 academic year.

Booking Confirmation


All bookings will be confirmed by email.

Late Bookings

Please note that bookings required on the day of the activity can only be made online via <https://junioradventuresgroup.co.uk> / <https://bookings.junioradventuresgroup.co.uk> before 07:00 am for Before School Care, 2:00 pm for After School Care and before 07:00 am for Holiday Programme Services.

Arrival on Site without an Advance Booking

If an advance booking for a Junior Adventures Group UK Ltd activity has not been made prior to the activity start date and the customer arrives at the site on the activity start date, access to Junior Adventures Group UK Ltd activities will only be granted if:

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- The customer is already registered for Junior Adventures Group UK Ltd services and holds a current Magic Bookings account.
 - There are a sufficient number of staff on duty to ensure compliance with required staff-to-child ratios.
 - The customer will receive a notification that a late booking has been charged to their account and will be required to make payment online.

Changes to Existing Bookings

All changes made to existing bookings will be charged at the applicable rate.

Cancelling or Amendment of Booking by Customer

- For cancellation or amendment of a booking, Junior Adventures Group UK Ltd will require 72 hours' notice prior to the activity start date.
- As Junior Adventures Group UK Ltd operates a no refund policy, customers who cancel their booking before the 72 hours' notice period will receive a full credit note which will be placed onto their Junior Adventures Group UK Ltd account and will be valid for 12 months from the date of issue.
- No credit notes will be issued for activities which are cancelled or amended within 72 hours' notice prior to the activity start date.
- No credit notes will be issued for any cancelled or amended individual activity sessions that form part of a weekly block booking. Credit notes will be issued for whole weekly block bookings which are cancelled or amended within the 72 hours' notice period prior to the activity start date.
- Unattended Sessions: Sessions that are not attended are still chargeable unless 72 hours' notice is given

Cancellation of Booking by Junior Adventures Group UK Ltd

Forced Closures

If Junior Adventures Group UK Ltd is forced to close due to an external factor beyond its control, such as bad weather, infectious or contagious disease outbreak, power cut, boiler breakdown, Teacher Strikes or other industrial action, by order of Local Authority or Environmental Health, customers will still be liable for fees incurred during the entire period of closure.

Schedule Changes

Junior Adventures Group UK Ltd may need to amend activity programmes, schedules, services, dates, times and/or venues on occasions for reasons that may be out of its control. These changes will be without refund or compensation to the customer.

Personal Property

Valuable items should not be brought to Junior Adventures Group UK Ltd services. Please note that children travelling to our services via scooter will not be permitted to leave them on site due to space restrictions and safekeeping issues. Junior Adventures Group UK Ltd will not be liable for the loss or damage of any item of personal/valuable property brought to any of its venues. We advise parents to ensure that all bags and clothing are clearly labelled with the child's name.

Mobile Phones and Electronic Devices

Children are requested not to bring mobile phones or electronic devices to any Junior Adventures Group UK Ltd Services. In certain circumstances, and if a mobile device is brought in by a child, the device will be kept in the site manager's box, which will be locked and

secured at all times. Junior Adventures Group UK Ltd does not take any responsibility for the damage or loss of any mobile phone or electronic devices brought to its services.

Please note that each Junior Adventures Group UK Ltd site has access to a site phone and/or tablet device to be used appropriately within our services and in case of emergencies.

Parents/Guardians are required to contact Junior Adventures Group UK Ltd Head office on 0333 577 1533 if they wish to speak with their child during service times.

Food and Drink

Junior Adventures Group UK Ltd provide the following food/drink options (site dependent- see <https://junioradventuresgroup.co.uk> for details):

- Parents/Carers provide own food/drink
- Junior Adventures Group UK Ltd provide food/drink option
- Junior Adventures Group UK Ltd Site/Partner provides food/drink option

Junior Adventures Group UK Ltd require parents/carers to notify its Customer Service Team of any special dietary requirements or allergies when they complete the registration process and ensure that any changes are updated on their customer account. This information is made available to the Junior Adventures Group UK Ltd on-site team via the Child Information Form and Detailed Register.

Note: Drinking water will always be accessible to children throughout our sessions

Junior Adventures Group UK Ltd have a strict NO NUT policy, which MUST be adhered to during all service provisions.

Behaviour

Junior Adventures Group UK Ltd ensures that all staff and children attending services are treated with the same respect during all activities, with the use of effective behaviour management strategies to promote the welfare & enjoyment of all children attending.

Junior Adventures Group UK Ltd expects its staff and children to be free from bullying, harassment and aggressive behaviour. They will not tolerate such behaviour from children attending the services or from their parents/legal guardians.


Junior Adventures Group UK Ltd will work in partnership with parents, schools and children with the aim to manage behaviour using clear, consistent & positive strategies. Our staff will use encouraging positive behaviour and providing clear guidance for managing poor behaviour and maintaining the safety and welfare of children and staff.

We recommend that all our activities have clear 'rules and agreements in place'; these can be displayed for all to see, with the children taking an active role in these each session and being able to discuss freely as and when required.

Junior Adventures Group UK Ltd has a responsibility for ensuring the well-being and safety of all children in its care and has approved procedures for managing behaviour. The company follows a zero-tolerance policy on discrimination, bullying and persistent poor behaviour of any kind.

On rare occasions, and in more serious cases, Junior Adventures Group UK Ltd reserves the right to ask parents/legal guardians to remove children from its services.

In the event of unacceptable behaviour by parents/legal guardians, Junior Adventures Group UK Ltd reserves the right to terminate any current bookings and close the customer account.



In these events, no refund will be made for any remaining days booked, and any costs associated with the exclusion of the child, or the termination of the account, including transport home, will be the responsibility of the parents/legal guardian.

Sign in and sign out of child/ren and Security

Junior Adventures Group UK Ltd work in accordance with Ofsted's requirements and have strict security procedures to ensure the safety of your child/ren, which is paramount at all times;

- All children must be checked in and out of service at the start and end of the day by a parent/legal guardian or an authorised carer

Please Note: children will only be released into the charge of nominated collectors detailed on the registration information on their customer account.

These actions follow the procedures set out in the Junior Adventures Group UK Ltd Policy and Procedures.

Late collection of Child/ren

We understand that, at times, parents/guardians may be running behind schedule, and we will always ensure that we do our utmost to support our families where possible. If a child is collected late, it will have a knock-on effect on our teams, and therefore, a late fee of £8 per 15 minutes will be applied for late collections. If you are running behind schedule and your child will be collected late, please make our head office aware so our team at the site can be notified in advance.

In the event of a child not being collected on time, we will attempt to call the parents/guardians. If we are unable to make contact, we will follow our safeguarding policy/uncollected child policy.

We always strive to offer parents/guardians the support needed; however, if late collections become a reoccurring event, we reserve the right to withdraw our service.



Safeguarding

All Junior Adventures Group UK Ltd team members go through a strict safer recruitment process, including enhanced DBS clearance reference checks and disqualification by association checks.

Junior Adventures Group UK Ltd have legal obligations in relation to Safeguarding. Junior Adventures Group UK Ltd staff have a duty to respond if they suspect a child in their care may be suffering from abuse. Any disclosure of child abuse or neglect will be fully investigated and reported to our internal regulator, Ofsted and all other official agencies.

Concerns, Compliments and Complaints

At Junior Adventures Group UK Ltd, we aim to work in partnership with parents to deliver a high-quality childcare service for everyone. If, for any reason, we fall short of this goal, we would like to be informed in order to amend our practices for the future.

Records of all complaints are kept for at least three years. A summary of complaints is available for parents/guardians and OFSTED upon request.

Equal Opportunities

Junior Adventures Group UK Ltd is an equal opportunities employer and welcomes all children, regardless of gender, ability, race or religion. Each child attending Junior Adventures Group UK Ltd services is of equal value and is entitled to equal access of opportunity. The company operates a zero-tolerance policy on discrimination or bullying of any kind.

First Aid

In the event of an accident, first aid will be administered in accordance with the permissions you have agreed and confirmed during the registration process to children in our care, and the emergency services will be called if necessary. All Junior Adventures Group UK Ltd First Aid policies are written in accordance with Ofsted recommendations.

Health, Sickness and Medication

Any medical conditions must be fully disclosed at 1) the time of registration and 2) at drop off and sign-in on-site to the site manager. Essential prescribed medication must be handed to each child's Site Manager for safe keeping, and a medication consent form is completed and seen by the Site manager.

Junior Adventures Group UK Ltd requires all children who are ill or infectious to be kept at home for the full duration of their ailment and for 48 hours after the last symptom occurs.

Insurance

Junior Adventures Group UK Ltd has Public/Employee Liability insurance cover, and an insurance certificate is displayed at all Junior Adventures Group UK Ltd sites.

Our Liability

We do not exclude or limit in any way our liability for:

1. Death or personal injury caused by our negligence of our employees, agents or subcontractors
2. Fraud or fraudulent misrepresentation
3. Breach of any term of the Consumer Rights Act 2015

If we fail to comply with these terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breach of the terms or negligence. We are not responsible for any loss or damage that is not an obvious consequence of Junior Adventures Group UK Ltd breaching these Terms.



Changes

We may change any of the Terms and Conditions by posting revised terms and conditions on our Website and/or by sending an email to the last email address you gave us., the new terms and conditions will be effective immediately and apply to any continued or new use of our Services. We may change the Website, the Service, or any features of the Service at any time.

Other Important Terms

We may transfer our rights and obligations under a contract to another organisation, but this will not affect your rights or our obligations under these terms. We will always notify you in writing or by posting on our website if this occurs.

You may only transfer your rights under the terms which shall extend to any participant, but such extension shall not affect our rights to terminate or vary the contract in accordance with the terms.


Your rights under the terms shall extend to any participant but such extension shall not affect our rights to terminate or vary any contract in accordance with the terms.

Each of the paragraphs of these terms operates separately, if any court or relevant

authority decides that any of them are unlawful or unenforceable, then the remaining paragraphs will remain in full force and effect.

If we fail to insist that you perform any of your obligations under these terms, or if we do

not enforce our rights against you, or if we delay in doing so, that will not mean that we have waived our rights against you and will not mean that you do not have to comply with those obligations. If we do waive a default by you, we will only do so in writing, and that will not mean that we will automatically waive any later default by you.



These terms are governed by English law. This means a contract for the activity through our site, and any dispute or claim arising out of or in connection with it will be governed by English law. You and we both agree that the courts of England and Wales will have non-exclusive jurisdiction.

However, if you are a resident of Northern Ireland, you may also bring proceedings in Northern Ireland, and if you are a resident of Scotland, you may also bring proceedings in Scotland.

Policies and Procedures

A full overview of all Junior Adventures Group UK Ltd policies and procedures is available for inspection at each respective Junior Adventures Group UK Ltd venue.

Programme Dates and Activities

All of the information in our literature is correct at the time of printing. Not every activity pictured in our literature is available at every venue. Please check venue-specific details using the service finder on our website <https://junioradventuresgroup.co.uk> to find out what's available and where.

Should you have any further queries, please do not hesitate to contact our parent line on 0333 577 1533.

We are delighted that you have chosen Junior Adventures Group UK Ltd and look forward to your child joining us soon.

The Junior Adventures Group Team

