



## ALLEYN'S SCHOOL ENTERPRISES LIMITED

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Company VAT Number: 124114072

Company Registration Number: 3525786

# Alley's Summer Rock School Terms and Conditions

<b>Name of Policy</b>	Alley's Summer Rock School – Terms and Conditions
<b>Reviewed by</b>	Hannah Seppings
<b>Date of review</b>	May 2025
<b>Date of next review</b>	May 2026

## Overview

These terms & conditions apply to Alley's Summer Rock School provided by Alley's School Enterprises Limited and should be read alongside the information provided on the website and any other associated promotional material.

### 1. About Alley's School Enterprises Limited (ASEL) and contact details

- i. Alley's Summer Rock School is managed by and operated on behalf of Alley's School Enterprises Limited (ASEL) Company Number 03525786.
- ii. ASEL is the wholly owned trading subsidiary of Alley's School undertaking commercial trading activities that do not fall within the objects of the charity. Profits made by ASEL activities are donated to the School through Gift Aid.
  - a. **Address:** Alley's School Enterprises Limited, Townley Road, London, SE22 8SU
  - b. **Tel:** +44 020 8613 5027
  - c. **Email:** [courses@alleyns.org.uk](mailto:courses@alleyns.org.uk)
  - d. **Website:** [www.alleyns.org.uk](http://www.alleyns.org.uk)

### 2. Bookings

- i. Please make all bookings in advance via the online booking system, these will be confirmed by automated email.
- ii. Part or full payment is regarded as acceptance of our Terms & Conditions and your acknowledgement of guidance outlined in the information document.
- iii. No booking will be confirmed prior to receipt of full payment and all child registration documents being completed.

### 3. Changes to bookings

- i. If you give us 14 or more days' notice prior to your booking starting you will be able to change your dates within the same holiday season, subject to availability, free of charge, provided you speak to a member of the Alleyn's School Enterprises Ltd (ASEL) Team on 0208 613 5027, or [courses@alleyns.org.uk](mailto:courses@alleyns.org.uk), at the earliest opportunity.
- ii. We may be unable to make changes with less than 10 days' notice.

#### Cancelling your booking

- i. If you give us at least 14 days' notice before the date(s) you would like to cancel, we will refund all monies paid. Please send all refund requests to [courses@alleyns.org.uk](mailto:courses@alleyns.org.uk).
- ii. If illness or injury prevents attendance, you will be able to change your dates within the same holiday season subject to availability, free of charge, provided you speak to a member of the Alleyn's School Enterprises Ltd (ASEL) Team on 0208 613 5027 or [courses@alleyns.org.uk](mailto:courses@alleyns.org.uk), at the earliest opportunity.
- iii. If you give us less than 14 days' notice before the date(s) you would like to cancel, no refund is available.
- iv. Please allow 10 working days to process all refunds.

#### Cancellation by Alleyn's

- i. In exceptional circumstances we may be required to cancel dates. In this event we will try to give those booked onto the affected workshop at least 14 days' notice and will offer a suitable alternative if one is available. Alternatively, if preferred, we can refund all monies paid for the dates cancelled.

#### Other Costs and Expenses

- i. Please note other than in connection with the repayment of Fees in the circumstances set out above, Alleyn's is unable to offer reimbursement or compensation for any other costs or expenses incurred by Participants in connection with Alleyn's Summer Rock School for any reason, including as a result of any changes to the course or the postponement or cancellation of individual sessions and/or a course as a whole.

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### 4. Communication

#### Communications from Participants

- i. Communications from Participants relating to Alleyn's Summer Rock School should generally be directed to [courses@alleyns.org.uk](mailto:courses@alleyns.org.uk).
- ii. For the avoidance of doubt, this includes all communications relating to cancellations by Participants, or substitution of Participants.

#### Communications from Alleyn's

- iii. All communications from Alleyn's relating to Alleyn's Summer Rock School will be by email sent to the email address provided by Participants to Kids Club HQ when the course was booked.
- iv. It is the person who made the booking's responsibility to ensure their email address is working and checked regularly.
- v. Participants should check their junk folders regularly in case communications have been misdirected there.

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### 5. Ofsted

- i. Providers [do not have to register with Ofsted](#) if they care for children aged 5 and over (we will have no children under 5) and offer no more than two activities from a prescribed list (we offer Music only).

- ii. Nevertheless, please be assured that all our staff have been fully DBS checked by Alleyn's School and vetted to ensure that they hold suitable qualifications before starting work for us. Our policies and procedures, and insurance provision, meet all necessary requirements and the welfare of the children in our care will always take priority.
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## 6. Adverse Weather Conditions

- i. In the unlikely case that we are unable to run due to adverse weather conditions we will offer a full refund or credit for another day.
  - ii. We will endeavour to advise customers of any closure by means of email, text, or notification on the Summer Rock School website as soon as possible. The website will be updated with the most up to date information.
  - iii. If customers are unable to attend during adverse weather conditions but the course is open, no refund will be applicable.
  - iv. Adverse weather conditions are determined by either an Amber or Red weather warning issued by the met office via local or national TV & Radio or via the website [www.metoffice.gov.uk](http://www.metoffice.gov.uk).
  - v. It is the responsibility of parents to ensure children are dressed appropriately for both hot and cold weather conditions.
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## 7. Available Dates & Activities

- i. All information in our literature is correct at time of printing.
  - ii. Changes may occur and, if so, we will inform parents via our website as quickly as possible.
  - iii. Not every activity pictured or listed in our literature is always available.
  - iv. Activity programmes are subject to change in the event of unsuitable weather or other circumstances beyond our control.
  - v. Activity timetables – if displayed – are a guide and are subject to change. If you are booking individual days, we cannot guarantee that a specific activity will be scheduled for that day.
  - vi. The group age ranges are dependent on the number of children in attendance and may vary from the time of booking.
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## 8. Hours Of Operation (Including Standard & Extended Days)

- i. Summer Rock School will operate a Standard Day between the hours of 9:00am and 1:00pm.
  - ii. Standard Day registration opens at 8:45am and closes at 9:15am. If you will be arriving after this time you must contact the Course Tutors.
  - iii. Standard Day collection starts at 1:00pm until 1:15pm.
  - iv. All children **MUST** be collected, or leave the site, by 1:15pm.
  - v. If for any reason you are unable to collect by 1:15pm, we ask that you inform the Course Tutors as soon as possible.
  - vi. Two members of staff from will wait with your child until they are collected.
  - vii. If we have no contact from a parent/guardian by 1:45pm, we will contact Social Services to advise them we have an uncollected child.
  - viii. We reserve the right to refuse future bookings from parents who consistently pick up late.
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## 9. Insurance

- i. All children in our care are covered by the Alleyn's School Public Liability Insurance.
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## 10. Health Policy

- i. We require all children who are ill or infectious be kept home for the full duration of their ailment, and for 48 hours after the last symptom occurs.
  - ii. Our Course Tutors, or a nominated first aider, will administer medication if a request is made in writing stipulating the dose, the time, your child's name, and the duration of the treatment. We will not be able to administer your child's medication without written permission.
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## 11. First Aid

- i. In the event of an incident, first aid will be administered to children in our care and the emergency services will be called if necessary.
  - ii. Upon drop-off, each child's essential prescribed medication must be handed in to the Course Tutors for safe keeping. All First Aid policies are in line with Ofsted recommendations.
  - iii. We ask that all parents/guardians whose children carry auto-immune injectors speak to the Course Tutor on their child's first day to ensure all relevant medication and information has been handed over.
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## 12. Notice Of Absence

- i. If a child is not attending a scheduled day, parents/carers must telephone the Office (0208 613 5027) or email [courses@alleyns.org.uk](mailto:courses@alleyns.org.uk) to allow us to update records.
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## 13. Lost Property

- i. Alleyn's is not liable for any lost, stolen, or damaged property whilst attending a workshop.
  - ii. Lost property will be held until one week after the last day of the workshop and should be collected no later than the week after camp.
  - iii. Unclaimed lost property will be given to charity and will not be retained at the School.
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## 14. Photography & Video

- i. Please be aware that Alleyn's Summer Rock School occasionally take photographs/videos of children attending workshops for promotional and informational material.
  - ii. If filming is due to take place, parents will be notified ahead of time via email and a notice will be displayed. Please inform us via email or advise the Course Tutors at registration if you have any objections to your child being featured in this material.
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### 15. Mobile Phones & Electronic Devices

- i. Any mobile phones brought should be handed to the Course Tutors and will be kept until the end of the day.
  - ii. Parents/Guardians are requested to contact the Workshop Manager if they wish to speak with their child during the day.
  - iii. Alleyn's will not take any responsibility for the damage or loss of any electronic devices that are brought to workshops.
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### 16. Money & Expensive Items

- i. We recommend that your child does not bring:
    - a. Money – we will not be selling anything for children to buy.
    - b. Anything else of substantial value such as jewellery, accessories, or designer clothes.
  - ii. We cannot be held responsible, nor can we compensate if items get damaged or go missing.
  - iii. We do endeavour to return lost property where possible, to do this we ask that belongings are clearly named.
  - iv. If anything is missing when your child leaves, please let the Course Tutor know about it as soon as possible so we have the best chance of finding the lost item.
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### 17. Equal Opportunities & Child Protection

- i. Alleyn's Summer Rock School support equality and welcomes all children, regardless of their gender, ability, race, or religion.
  - ii. Each child attending is of equal value and is entitled to equal access and opportunity.
  - iii. We operate a zero-tolerance policy on discrimination or bullying of any kind.
  - iv. Alleyn's Summer Rock School has legal obligations in relation to Safeguarding and Child Protection.
  - v. As a caring organisation, any suggestion of child abuse or neglect will be investigated and reported to Alleyn's School and a regulator, Ofsted, or other official agencies.
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### 18. Specific Needs & Medical Conditions

- i. Alleyn's Summer Rock School recognise that the needs of individual children vary and will endeavour to accommodate children with specific needs and/or medical conditions within the course environment.
  - ii. It is our policy not to exclude any child due to specific needs and/or medical conditions wherever possible.
  - iii. **It is the responsibility of the parent/carer to contact ASEL on [courses@alleyns.org.uk](mailto:courses@alleyns.org.uk) (separately to the booking)** to inform us of any medical conditions and special educational needs or disabilities. A discussion should be held to determine how best to accommodate the child and consider whether any reasonable adjustments can be made to ensure they are able to fully participate and enjoy the activities, within the staffing ratios provided.
  - iv. Following this discussion decisions are made on a case-by-case basis and depend upon the level of support each individual child may require.
  - v. We are not able to provide additional staff to support a child above the ratios of **1:12 for 5 to 7 years old** and **1:20 for 8 years old and above**, irrespective of any specific needs or medical conditions.
  - vi. Alleyn's Summer Rock School do not provide one-to-one support.
  - vii. We are happy to accommodate a child with specific needs on a paid trial basis and reserve the right to review with a parent/guardian before accepting further bookings.
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## 19. English As A Second Language

- i. Alleyn's Summer Rock School is open to all children, no matter their background or origin.
  - ii. We do ask that all children attending can understand English and are able to speak it to a conversational standard as the bare minimum. This is to allow our staff to be able to effectively communicate with them and ensure their safety.
  - iii. Children who are unable to communicate with their peers may not enjoy their time with us as much as others.
  - iv. We are happy to accommodate a child with English as a second language on a paid trial basis and reserve the right to review with a parent/guardian before accepting further bookings.
  - v. This also applies to parents/guardians during drop-off and collection as important information may need to be passed on to them.
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## 20. Behaviour & Code Of Conduct

- i. Alleyn's Summer Rock School encourage a relaxed atmosphere and always aims to promote good behaviour.
  - ii. Upon booking you agree that your child or children will:
    - a. Respect the property of others
    - b. Be patient, honest, fair, and polite to others
    - c. Not use abusive or explicit language
    - d. Not be aggressive in the way they speak or behave towards others
    - e. Respect and treat others as they would wish to be treated
  - iii. We have a responsibility for ensuring the wellbeing and safety of all children in our care and have approved procedures for managing behaviour.
  - iv. Parents/Guardians will be informed of any unacceptable behaviour upon collection of their child. The Course Tutors may issue a warning to the parent/guardian regarding their child's behaviour. We reserve the right to exclude the child without refund if two warnings are received during any one week. Parents/Guardians may contest these warnings by contacting the ASEL Office on [courses@alleyns.org.uk](mailto:courses@alleyns.org.uk) or by following the guidance given in the Parent Feedback and Complaints section.
  - v. We follow a zero-tolerance policy on discrimination, bullying and persistent poor behaviour of any kind, irrespective of any special needs.
  - vi. On rare occasions, and in more serious cases, we reserve the right to ask parents to remove children from courses. No refund will be made for any remaining days booked, and any costs associated with the exclusion, including transport home, will be the parents' responsibility.
  - vii. Full details of our Behaviour Policy can be found on the website, you agree to adhere to this policy upon acceptance of these Terms & Conditions.
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## 21. Data Protection

- i. We may contact you via email with information about our upcoming services (provided you have requested your details be used for this purpose).
  - ii. You may opt out of our mailing list when booking, or afterwards at any stage.
  - iii. We are committed to keeping your details confidential. We do not sell, rent, or lease our subscription lists to third parties, and we will not provide your personal information to any third-party individual, government agency, or company at any time unless compelled to do so by law.
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## 22. Parent Feedback & Complaints

- i. If you have concerns or suggestions, please tell us; we value your feedback and use it to develop and improve our services.
  - ii. If you have a concern, this should initially be raised with the Course Tutors.
  - iii. If you are unable to resolve the issue, the ASEL Office will be advised and will attempt to resolve the issue to your satisfaction.
  - iv. If you are still unsatisfied and wish to make an official complaint, then please send an email detailing the issue to [courses@alleyns.org.uk](mailto:courses@alleyns.org.uk).
  - v. Your complaint will be investigated by our Commercial Courses Co-ordinator. Our CFO and Co-Commercial Director will be informed of the problem and actions taken to resolve.
  - vi. If, following the above, you are still unsatisfied then please contact the CFO's office via [cfo@alleyns.org.uk](mailto:cfo@alleyns.org.uk). Our CFO and Co-Commercial Director will investigate and provide a response as appropriate.
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## 23. Safeguarding And Child Protection

- i. Alleyn's Summer Rock School adheres to the Alleyn's School Safeguarding and Child Protection policy that may be viewed [here](#).
  - ii. Safeguarding children at Alleyn's School is the responsibility of the whole staff community. All adults working in this School (including visiting staff, volunteers, and students on placement) are required to report instances of actual or suspected child abuse, neglect or relevant child protection concerns to the Designated Safeguarding Lead (DSL).
  - iii. Melanie Joel, Assistant Head, is the Designated Safeguarding Lead (DSL). Mrs Joel can be reached via [safeguarding@alleyns.org.uk](mailto:safeguarding@alleyns.org.uk) or 0208 557 1457.
  - iv. Deputy Designated Safeguarding Lead (DDSL) - External Activities: Oliver Watkins, Co-Commercial Director, can be reached via 020 8557 1557.
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## 24. Visitor obligations

### Visiting Alleyn's

While visiting the Alleyn's School premises, Visitors must adhere to Alleyn's School policies and procedures including but not limited to those outlined below:

- CCTV Policy
  - Data Protection Policies and Privacy Notices\*
  - Equality & Diversity Policy
  - Health & Safety Policy
  - Information Management and Information Technology (IT) Policies
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**END.**