

Terms & Conditions – STEMgineers

By booking a place at one of our clubs, you confirm that you have read, understood, and agree to the following terms and conditions:

1. Attendance Commitment

You agree to attend all sessions that have been booked. A place is only confirmed once booking has been completed. If you are unable to attend a booked session, you must inform the session lead by email as soon as possible so the place can be offered to another child for that date.

Session Lead: Carrick Holdsworth

Email: Carrick.Holdsworth@doncaster.gov.uk

Please CC: heritageeducation@doncaster.gov.uk

2. Non-Attendance Without Notice

If you fail to attend three consecutive sessions without informing the session lead in advance, you may forfeit the right to book sessions in the future.

This policy is in place to ensure all places for Danum Doodlers are fully booked, this allows proper use of funds to buy materials and to create the most engaging and effective sessions for all participants.

3. Payment and Refunds

You agree to pay the fee for each session booked. Fees help cover staffing, resources, and materials for each session.

- If you notify the session lead by **10:00am on the day of the session** that you will not be attending, you will receive a refund for that session.
- If you do not inform us and do not attend, you may be **charged in full**, and no refund will be given.

4. Parent/Guardian Supervision

You agree to attend the club with your child and to actively assist and support them during sessions, where required.

The safe running of sessions is a shared responsibility between staff and parents/guardians.

5. Behaviour Expectations

All children are expected to behave appropriately and follow instructions from staff. Behaviour management remains the responsibility of the parent or guardian.

If a child's behaviour is deemed unsafe, disruptive, or unsuitable for the session, we reserve the right to:

- Ask the child to stop a particular activity
- Ask the family to leave the session, and
- Withdraw the child's place and any existing or future bookings, without refund.

6. Fair Booking Policy

All bookings operate on a **first come, first served** basis.

Spaces cannot be reserved or held for any reason. A place is only confirmed once the session Lead 'Carrick Holdsworth' has sent confirmation.

7. Late Arrival

Please arrive on time for sessions. Late arrival may result in refusal of entry if it disrupts the session or presents a safety issue.

8. Health and Support Needs

Parents/guardians are responsible for informing staff of any relevant medical conditions, allergies, or additional support needs at the time of booking.

9. Photography and Media

On occasions where photographs or videos may be taken, you will be asked to complete a photo permission form.

You are not obligated to give consent, and choosing not to will not affect your participation in the club.

10. Feedback

We may occasionally ask parents/guardians and participants to provide feedback about sessions.

Feedback can be given anonymously and helps us to improve and develop future activities.

11. Session Changes or Cancellations

We reserve the right to cancel or amend sessions due to unforeseen circumstances such as staff illness or operational issues. Where possible, advance notice will be provided.

12. Respectful Conduct

Abusive, aggressive, or inappropriate behaviour towards staff, volunteers, or other participants will not be tolerated and may result in immediate removal from the session and loss of future booking rights.

13. Appropriate Clothing and Footwear

Participants are required to wear appropriate clothing and suitable footwear for the activity being undertaken. This is essential for safety and comfort and should take into account the nature of the session and prevailing weather conditions, as some activities may take place outdoors.

We do not accept responsibility for any damage to clothing or footwear that may occur during sessions.

14. Emergency Procedures

In the event of an emergency or evacuation, parents or guardians must follow instructions from staff immediately and make their way to the nearest safe exit.

For everyone's safety, prams, buggies, and personal belongings must be left behind and should not be retrieved during an evacuation.