



Registration & Payment

Registration and payment for Dylans holiday clubs must be done via telephone, messages or email.

Late Payments

Our booking system will require you make a non refundable deposit at the time of the booking. If fees are not paid 14 days from the original request for payment your child's place may be cancelled.

Cancellation & Refund Policy

- From the initial booking, we allow a 48 hour cooling off period in which you can cancel and receive a full refund with no extra cost. Please note the cooling off period will not apply if your booking is created less than 48 hours before your child's first session.
- If you cancel 48 hours before the start date of your booking, you will receive the remainder amount back. No cash refunds will be given.
- Cancellations within 24 working hours of a booking or after the first session of a booking will not be refunded or credited.

Collection and drop off

Our team will sign your child in and out.

Absence & Illness

If a child is off school for any reason, please inform us as soon as possible to avoid concerns over missing children.

If a child isn't well enough to attend or has contracted an infectious illness, we ask that parents do not send their child to us. If a child becomes ill during our class we reserve the right to contact a parent / guardian to arrange collection.

Food & Drink

Any child attending our holiday camps will need to bring a packed lunch & snack.

A tuck shop is supplied by Dylans for students at £1 cost a day.

NUTS and SESAME are not allowed at any of our sessions, this includes foods with nuts in i.e. nutty cereal bars, nutella, humus, etc.

Child Protection/Safeguarding

The Dylans team have a duty to respond if they suspect a child may be suffering from abuse or if a child discloses information of abuse, in this event staff will contact the relevant local authority and act on their advice.

Lost Property

Children should not bring valuable toys and belongings when attending our clubs. Dylans cannot be held responsible if they go missing. We cannot guarantee the return of lost property but will do our best to return items on request.

Your Child's Information

At the time of booking a child onto our holiday club, accurate information about your child's name, age, medical conditions, physical or behavioural matters, or any other additional needs must be provided on the registration form.

Medication

If your child requires medication of any sort you must complete a permission slip, health care plan, and provide a supply of medication at the club.

Accidents & Incidents

If necessary, Dylans reserves the right to administer basic first aid treatment to a child. Parents will be informed of all accidents immediately.

Accidents of a more serious nature involving hospital treatment or any head injuries, all attempts will be made to contact the parents but failing this the club requires consent to act on behalf of the parents to authorise any necessary treatment.

Photo & Video Footage

We may take photographs and video footage at our clubs to use for training and promotional purposes. To exclude your child we must be informed when completing registration details, you will be given the option to answer 'yes or no' to both photo and video footage. Where possible, we will post photos to our social media platforms for parents to view, however, we cannot guarantee your child will appear on these.

Insurance

All children in our care are covered by our public liability insurance.

Abuse To Staff

The threat or use of physical violence, verbal abuse, intimidation or harassment towards our staff is likely to result in a termination of your child's place. Such incidents may be reported to the police.

Data Protection

Dylans collect personal details for you and your child to register and enable us to process your booking. Please let us know if you do not want to receive future communication from us.