



Terms & Conditions for Bridge the Gap Child Mental Health ONLINE Sessions

1. PAYMENT

We accept payment on booking via our website using PayPal or Stripe.

Payment confirms your acceptance of the booking conditions. The named person on the booking confirmation accepts the booking conditions on behalf of all on the booking form.

2. CANCELLATIONS/REFUND POLICY

It is not Bridge the Gap Child Mental Health's policy to issue cash refunds for any cancellations except in the instance of cancellation due to staff sickness.

3. CANCELLATIONS (including child sickness):

We require at least 14 full days' notice of cancellation before the day your child is due to attend to issue a 100% credit note.

If you cancel your sessions without giving us at least 7 full days' notice before the day your child is due to attend, you will not receive any credit.

4. CAMERAS AND AUDIO

Please ensure that cameras and audio are off as soon as you enter the virtual room, this is to ensure that we are safeguarding all children and adults who attend. Once you have entered the room you may change your username if you prefer, booking name must be used when joining.

5. SHARING

Links must not be shared. We rely on the funds raised through our online sessions to run our much-needed service. If a recording is sent out after delivery it is strictly prohibited to share this recording with any other person.

6. SAFETY

We ask that all parents create a safe space to explore the topics delivered online, it can be difficult for some children to discuss so please refrain from judging responses from the child. You know your child best and we ask you allow for a break and return to it via the recording if a child becomes agitated at any point. Bridge the Gap accept no responsibility for reactions from children whilst attending online sessions.

Bridge the Gap Child Mental Health reserve the right to admit people who do not come into the virtual room using any other name than which they used to book. No refund or credit will be issued in those circumstances. These sessions are not therapy.



7. SAFEGUARDING

Bridge the Gap Child Mental Health staff have a duty to respond if they suspect a child in their care may be suffering from abuse, or if a child makes a disclosure about abuse. In this event the relevant staff will follow the Safeguarding Children's Policy as detailed in our policies and procedures. You can find our safeguarding declaration at the top of our team page on our website:

[The Team | Child Mental Health | Derby | Emotional Literacy | Training | Support \(jwbridgethegap.com\)](#)

8. LIABILITY

Bridge the Gap Child Mental Health does not accept liability for personal injury or death of any participants unless directly caused by the proven negligence of the company or its servants.

9. INSURANCE

All children and adults in our premises are covered by our Public Liability Insurance

10. POLICIES AND PROCEDURES

Copies of Bridge the Gap Child Mental Health's policies and procedures are available at the venue or can be sent to parents on request.

11. COMPLAINTS

Bridge the Gap Child Mental Health is committed to providing high quality proactive and supportive small groups and holiday clubs and are always looking to improve our services. If you or your child are not entirely satisfied with the service we have provided, we would like to know about it. Any complaint should first be made to the Directors, Jennifer Wyman and Nikki Webster via the email address info@jwbridgethegap.com, who will complete a complaints report, and do everything possible to ensure the complaint is dealt with as quickly and effectively as possible. If the complainant feels that the outcome of the complaint is insufficient, or would like to take the grievance further, the complaint should be made in writing and sent to: Managing Director, Bridge the Gap Child Mental Health C.I.C, 45 Friar Gate, Derby DE1 1DA.

12. DATA PROTECTION

Bridge the Gap Child Mental Health C.I.C (Company No. 12191993 , registered address 45 Friar Gate, Derby DE1 1DA) is committed to safeguarding your privacy; protecting the rights and freedoms of data subjects and safely and securely processing their data in accordance with all our legal obligations. You can read our full privacy policy here:

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