



BRIDGE THE GAP

01332 600827

INFO@JWBRIDGETHEGAP.COM

Terms & Conditions for Bridge the Gap Child Mental Health small group sessions and holiday clubs.

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. Small Group/Holiday Club Cancellation (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. Lost Property

Please ensure that children do not bring valuable toys and belongings when attending our clubs. Bridge the Gap Child Mental Health cannot be held responsible if they go missing. We cannot guarantee the return of lost property but will endeavour to return items on request which we are able to identify. Parents will be required to pay the cost of postage. Bridge the Gap Child Mental Health will keep lost property for a period of four weeks only. If it is left unclaimed after this period has expired, Bridge the Gap Child Mental Health will distribute the lost property to local charities.

5. Photography

From time to time we take photographs at our venues which may be used for marketing and promotional purposes. No photographs of children's faces will be taken. If you wish to ensure no part of your child appears in photos (including hands, shoes) then please just let the practitioner know when dropping your child off.

6. Medical Insurance

In order to care for your child in the best possible way, and for their own safety and wellbeing, Bridge the Gap Child Mental Health require parents to provide full information on any relevant medical conditions, allergies, additional needs and/or dietary restrictions. If your child has an allergy or medical condition then we will ask you to complete a care plan.



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You will be asked to provide the relevant information when booking.

Bridge the Gap Child Mental Health reserve the right to refuse to admit children for whom full information (as described above) has not been provided until full information has been provided. It is your responsibility to ensure we hold the correct information at all times, and we reserve the right to cancel a booking at any time where there has been a failure to provide said information. No refund or credit will be issued in those circumstances.

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 \(jwbridgethegap.com\)](http://www.jwbridgethegap.com)

8. Ratios/Age Groups

Bridge the Gap Child Mental Health's ratio of staff to children always maintains or exceeds all statutory requirements. The actual ratio varies between activities and age groups.

9. 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.

10. Insurance

All children in our care are covered by our Public Liability Insurance

11. 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.

12. 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



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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.

13. 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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