
Crackley Hall Holiday Club - Terms and Conditions of Booking

1. Booking and Payment

- All Holiday Club bookings must be made via My School Portal (MSP).
- Payment is required at the time of booking to secure a place.
- Places are allocated on a first come, first served basis and are subject to availability.
- A booking is only confirmed once full payment has been received.

2. Cancellations and Refunds

- Cancellations can be made up to 48 hours prior to the session date on MSP.
- No refunds can be offered for cancellations made under 48 hours of the session date, or for non-attendance.
- Crackley Hall reserves the right to cancel a session due to unforeseen circumstances. In such cases, a refund or credit will be offered.

3. Hours and Collection

- Holiday Club hours and session times will be clearly stated in advance.
- Children must be dropped off and collected on time.
- Late collection may result in an additional charge and/or affect future bookings.

4. Absence and Illness

- If your child is unable to attend due to illness, please notify the school as soon as possible on the Holiday Club phone number 07543 164779 or by email to holidayclub@crackleyhall.co.uk.
- For the safety of all children, we ask that unwell children do not attend Holiday Club.
- No refunds are available for sessions missed due to illness.

6. Behaviour

- Children attending Holiday Club are expected to follow the school's behaviour expectations as set out in the Crackley Code of Conduct.
- In the event of serious or persistent unacceptable behaviour, Crackley Hall reserves the right to withdraw a child from Holiday Club. In such circumstances, no refund will be given.

7. Activities and Trips

- Activities may include onsite and offsite experiences.
- Crackley Hall reserves the right to amend the programme if necessary.

8. Personal Belongings

- Children should not bring valuable items to Holiday Club.
- Crackley Hall accepts no responsibility for lost or damaged personal belongings.

9. Data Protection

- Personal data will be handled in accordance with the [Foundation's Data Protection and Privacy Policy](#)

10. Acceptance of Terms

- By completing a booking for Holiday Club, parents/carers confirm that they have read and agree to these Terms and Conditions.