

Terms & Conditions

Effective from 28th July 2025

The following Terms & Conditions relates to all bookings with OSCAHS Ltd, with clauses applicable to all account holders/service users of OSCAHS Ltd. Please read our Terms & Conditions carefully *before* registering and submitting bookings.

1. Definitions

- The account holder is the named person who created and manages their account with OSCAHS.
- The account holder may also be the child's primary carer and/or those with legal parental responsibilities, such as parent(s) and/or carer(s).
- An adult and authorised adult refers to individuals who are 16 years of age or older.

2. Registration

- An online account is required for the account holder to register their child/children and manage their bookings.
- The account holder will need to create a password for their account.
- The account holder must complete all sections of the online registration process *before* their child/children can attend OSCAHS.
- The account holder will need to confirm that they have read our Terms & Conditions and Privacy Notice when completing their booking.
- By ticking the Terms & Conditions and Privacy Notice confirmation boxes, the account holder is agreeing to all articles within.
- The account holder will be unable to register and/or book with us if they do not agree to the Terms & Conditions and Privacy Notice.
- The account holder must pay the non-refundable registration fee before submitting their booking request. Please see section 2 for further details.
- By completing the registration process, and submitting the booking request, the account holder is accepting responsibility for ensuring fees are paid as outlined within these Terms & Conditions.
- We reserve the right to refuse entry to any child who does not have complete registration details.
- Account holders must only have one account registered with OSCAHS, unless otherwise directed or authorised by the admin team.

2. Annual Membership Fee

- An annual membership fee of £7.50 per child will be charged per annum one year after the initial registration.
- If the account holder fails to pay the annual membership fee, they will not be able to book any sessions.

3. Bookings & sessions

Activities	Sessions	Hours
Term Time Club	Breakfast Club	07:30 – start of the school day
	After School Club	End of school day – 18:00
Holiday Club	Extended Day	08:00 – 18:00
	Standard Day	08:30 – 17:30
	School Day	08:30 – 15:30
	Morning	08:00 – 13:00
	Afternoon	13:00 – 18:00

Table 1: Activities, costs and sessions

- Table 1 sets out our organisation's opening and closing times.
- Where the host school closes earlier than usual, OSCAHS will also finish earlier. We will endeavour to provide three hours of childcare. For example, if the host school closes at 14:00, OSCAHS will provide a service from 14:00 to 17:00. Wherever possible, early closures will be confirmed to the account holder at least one week prior to the date.
- A summary of the costs are also shown prior to finalising and submitting the booking.
- The account holder is required to complete their booking online. The account holder can manage their bookings by accessing their online account.
- The individual responsible for booking is required to thoroughly review their booking before submitting it for approval.
- Bookings are approved subject to availability. A booking confirmation email will be sent to the account holder upon approval.
- OSCAHS operates a "first come, first served" booking system.
- Bookings must be submitted and approved three hours before the session is due to start.
- The account holder must have their booking approved before the child/children can attend the booked session(s).
- If the session is fully booked and unavailable, the account holder can add their child/children to the booking systems waiting list.
- The account holder can book sessions online with a minimum of three hours' notice, subject to availability.
- We reserve the right to refuse entry to any child who does not have a valid booking.
- Please refer to Table 2, below, for our definition of booking types available:

Booking type	Definition
Standard Booking Option	Bookings of consistent/regular days and sessions. This option allows parents/carers to select the same days and sessions they require for any chosen period time. The account holder can also select ad-hoc and/or one-off dates to their booking. (Up to one academic year.)
Flexible Booking Option (24 HRS)	As stated above. However, for an extra £1.00 per session, families can cancel a term time session by providing 24 hours' notice by email. Please see email to info@oscahs.co.uk . Flexible bookings do not apply to Holiday Club bookings. OSCAHS will retain £1.00 per session cancelled.

Table 2: Booking type definitions

- In term time, our Clubs are for children attending our partner-schools only. We are unable to accept bookings for children from other schools. Nor can we accept children under the age of 4 years and/or not already attending Reception Class. We are also unable to accept bookings for children attending secondary school.
- Our Holiday Clubs are for children within the local community. We are unable to accept bookings for children under the age of 4 years and/or not already attending Reception Class. We are also unable to accept bookings for children over the age 12 years and/or attending secondary school.
- The second and subsequent siblings will each receive a 10% discount when booked under the same booking reference number. Siblings need to attend the same session(s) to receive the discount.
- If a child attends every Breakfast Club (Monday to Friday) and/or every After School Club (Monday to Friday) session in term time, families will automatically receive the Weekly Saver Deal. This is a discount of 8% per booking.

- r. If a child attends every day during the holiday club period, the account holder is automatically entitled to the Holiday Club Weekly Saver Deal. This is a discount of 8% per booking.
- s. The account holder will not be able to book sessions online if there is an outstanding balance on their account.
- t. Our fee structure covers the costs of a healthy breakfast and a light afternoon snack. Please speak with the Club's Manager for more information about the breakfast and snacks available at the Club.
- u. We do not run any Clubs on Bank Holidays or between the Christmas and New Year period.

4. Payments

- a. Fees are strictly payable in advance regardless of attendance, either at the time of booking or by the date as stated within the payment plan.
- b. The account holder can create monthly payment plan for bookings of a two-month period or more. The payment plan will divide the total invoice amount into a set number of regular monthly instalments for the duration of the booking. Monthly instalments are arranged for payments monthly in advance.
- c. OSCAHS accept payment by debit or credit card, bank transfer, childcare voucher scheme (CCV) and Tax-Free Childcare scheme (TFC), Standing Order and/or card instalments. OSCAHS do not accept payment by cash or cheque.
- d. Account holders wishing to make payment via BACS or Standing Order should use the following details:
Account name: OSCAHS Ltd
Sort code: 30-94-38
Account number: 20699660
- e. Account holder should bear in mind that payments can take 2-5 working days to process.
- f. Account holders can view a statement of their account at any time by accessing their online account.
- g. OSCAHS do not give any refunds. Any credit is held on account for a maximum of three years, and applied to future bookings.

5. Non-Payments

- a. A payment reminder email will be sent to the account holder when they have missed their instalment or payment due date. The account holder must take immediately action to avoid the booking from being cancelled.
- b. We reserve the right to cancel booking(s) with an outstanding balance with 24 hours' notice. (Please see 12. Cancellations & Termination)
- c. The account holder is liable for all fees for the notice period and any outstanding balances regardless of attendance.
- d. We reserve the right to take legal action to recover the cost of outstanding fees, including any associated legal fees.

6. Invoices & Additional Charges

- a. Invoices are automatically issued for each booking.
- b. A charge of £1.00 per session is added to the Standard Booking Option rate when the account holder opts in to the Flexible Booking Option.
- c. Booking requests received within less than three hours' notice period will incur a flat-rate late booking fee of £2.50 per booking.
- d. Account holders with payment plans will receive email notification that fees are due 5 days before the payment due date.
- e. No changes to invoices will be made once issued.
- f. Additional costs may be incurred for trips, outings, and specialist activities arranged by OSCAHS. This will be communicated to the account holder in advance of any such arrangements.
- g. Account holders requesting swapping a session, subject to availability, will be charged at an additional £2.50 per session. The request must be received 48 hours' before the required session.
- h. The account holder may incur a late collection fee of £1.00 per minute for the first fifteen minutes, and £2.00 for every minute thereafter, should the child be collected after closing time or by the agreed collection time.
- i. We will endeavour to give the account holder one calendar months' notice before any fee increases.

7. Arrivals & Departures

- a. Children cannot arrive earlier than the stated opening time or booked arrival time of the Club.
- b. For the child's safety, the parent/carer or named person must accompany their child upon arrival to the Breakfast Club, or Holiday Club, to ensure our Playworkers are aware of the child's arrival.
- c. Children must be collected by the Club's closing time or the agreed collection time.
- d. The child will only be released to persons named on the booking system. Under no circumstances will your child be released to any person that is not a named collector by the account holder.
- e. The account holder must create a collection password upon registering and booking at OSCAHS.
- f. Children will, under no circumstances, be released to any person who is under the age of 16.
- g. Collectors must provide valid photo ID and use the collection password to enter the Club and/or collection purposes, as requested or directed by a member of our team.
- h. The OSCAHS team will be responsible for signing out the children from the Club when the authorised collector(s) arrives at the Club.
- i. Account holder must notify the Club if they will be late collecting their child.

8. Absences & Illness

- a. If children are absent, parent/carer should contact OSCAHS at least 30 minutes prior to the club's opening time.
- b. If a child has an infectious or communicable disease, parent/carer must notify the Club as soon as possible. No child with an infectious or communicable disease may attend the Club until fully recovered.
- c. If a child becomes ill while at the club, we will contact the named person and, should it be necessary, medical attention will be sought.
- d. Any child who has been vomiting and/or has diarrhoea must not return to the club until 48 hours after the last bout of the illness.
- e. All absences will be charged at the full rate. In the event of a long-term illness that results in more than two consecutive weeks' absence, please contact the administration team.

9. Notice Period (for Standard Term Time Bookings & Holiday Club Bookings)

- a. The account holder/parent(s) is required to provide two weeks' notice to cancel session(s) or booking(s).
- b. The account holder can manage their own cancellations via the booking system.
- c. A credit note may be raised and issued as a result of cancelled session(s) or booking(s).

10. Notice Period (for Flexible Term Time Bookings)

- a. Where the account holder has booked the Flexible option, they can cancel their session(s) or booking(s) when they provide a minimum of 24 hours' notice via email.
- b. OSCAHS will retain £1.00 per session for any booking cancellations under the Flexible Booking Option.
- c. The account holder must email the admin team to provide notice for this type of cancellation.
- d. The account holder cannot manage their own cancellations via the booking system with less than two weeks' notice.
- e. A credit note may be raised and issued at the Standard Booking Option rate as a result of cancelled session(s) or booking(s).

11. Closures

- a. In the event of an emergency, OSCAHS may not open or may close earlier than usual. The account holder will be informed as soon as possible of the closure.
- b. OSCAHS will not be held liable for the closure of the club due to adverse weather, third party action or unforeseen circumstances.

12. Termination

- a. We reserve the right to suspend or terminate bookings by email, with 24 hours' notice, if:
 - I. Any outstanding fees,
 - II. Whereby fees are continually paid late,

- III. The child is persistently collected after closing time or the agreed collection time. This includes dropping off children before the Club's opening time or booked drop-off time.
- IV. Any inaccurate or false information about the account holder and/or the child
- V. Creating unauthorised second/new account as a result of outstanding fees on the primary account

13. Zero Tolerance

- a. We expect everyone to show respect and tolerance to all individuals at all times at our provision. Any harassment, threatening or aggressive behaviour from the collector (e.g., parents/carers or account holder) towards OSCAHS staff, children, visitors etc. will result in the collector being excluded from the club/site. This may include the exclusion of the child if an alternative collector is not appointed. In this situation, the booking will be terminated with immediate effect.
- b. We expect children to show respect and tolerance to all individuals at all times at our provision. Any threatening or aggressive behaviour from a child/young people towards OSCAHS staff, other children, visitors etc. may result in the child being excluded from the club/site with immediate effect.

14. Data Protection

- a. We comply with the requirements of the General Data Protection Regulation 2018 (GDPR), regarding obtaining, storing and using personal data.
- b. For security reasons, account holders are advised not to share their online account password. This includes OSCAHS staff.
- c. The items of personal data that we keep about individuals are documented on our personal data matrix. The personal data matrix is reviewed annually to ensure that any new data types are included.
- d. The information the account holder provides OSCAHS will be processed electronically for administrative purposes and is subject to the terms of the GDPR.
- e. OSCAHS will only share child information with outside agencies on a need-to-know basis and with consent from the account holder, except in cases relating to safeguarding children, alleged criminal activity, or if required by legally authorised bodies (e.g. Police, HMRC etc.). If OSCAHS decides to share information without parental consent, we will record this in the child's file, clearly stating our reasons.
- f. Some limited personal information is disclosed to authorise third parties we have engaged to process it, as part of the normal running of our business. (E.g. online bookings and accounting purposes). Any such third parties comply with the strict data protection regulations of the GDPR.
- g. In the interest of children's safety and wellbeing, OSCAHS may work closely with the child's school or school's teacher to ensure the child's needs are met.
- h. Account holders can ask to see the information and records relating to their child, and/or any information that we keep about themselves. We will make the requested information available as soon as practicable.
- i. The account holder can also ask for the data to be deleted, but please note that we will not be able to continue to care for the child if we do not have sufficient information about them and/or the account holder.
- j. Even after the child has left our care, we have a statutory duty to retain some types of data for specific periods of time. If you would like more information on the data we are legally obliged to hold, please speak to the Management team.

15. General

- a. Booking system used by OSCAHS Ltd. Complete Education Solutions Ltd, known as IPAL, adheres to all relevant UK laws and legislations in relation to information gathering. This includes privacy laws and GDPR regulations.
- b. The account holder is responsible for ensure all information recorded on the booking system is correct and accurate. The account holder must ensure OSCAHS has details of the child's primary home address, as well as details of the primary carer(s). This is the person(s) who hold legal responsibility of the child. For example, parent(s)/carer(s).
- c. Account holders are responsible for updating any changes (such as a change of address or contact numbers) by accessing online account/booking system. It is extremely important that OSCAHS hold the most up to date and current information.
- d. It is important that the account holder uses the booking system to record any requirements for the child. For example, the account holder must inform OSCAHS if the child has any dietary requirements, allergies, and additional/special needs. This important information will help to safeguard the children in our care. OSCAHS cannot be held responsible where information has not been shared with us to protect the child.
- e. Children will need to bring a healthy, nut-free, packed lunch to the Holiday Club. Packed lunches will not be stored in a fridge.
- f. All our policies and procedures are available to read upon request at the Club. The account holder can asked for copies of our policies and procedures to be sent to them via email. To request copies of our policies and procedures, please email the administration team at info@oscahs.co.uk
- g. Our organisation is registered with OFSTED and complies with all the relevant statutory requirements and guidelines for out-of-school provisions.
- h. If the account holder wishes to complain about the childcare provided by OSCAHS, they may raise the complaint by email at info@oscahs.co.uk. Our aim is to resolve complaints within 28 days from when the initial complaint was raised. Alternatively, the account holder has the right to raise a complaint about the childcare provide by OSCAHS to OFSTED. The details for OFSTED are as follows:
Email: enquiries@ofsted.gov.uk
Telephone: 0300 123 1231
- i. OSCAHS cannot take responsibility for the loss or damage to any personal belongings brought into the club.
- j. OSCAHS reserves the right to review its fees structure any time to ensure its sustainability.
- k. Terms and Conditions are subject to review and notice of any changes will be confirmed in writing.

OSCAHS Ltd is registered in England.
Registered company no: 7142229.
Registered office address:

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