

BUSY BUTTONS CORE TERMS AND CONDITIONS

- 1.1 All bookings will be confirmed by email.
- 1.2 Part or full payment is regarded as acceptance of our booking

Terms & Conditions.

- 1.3 Deposits are non-refundable.
- 1.4 Unless agreed in writing all course and club subscriptions fees are collected via Direct Debit.
- 1.5 Busy Buttons CORE accepts payment by credit or debit card, and cash payments. All payments made using a credit or debit card are subject to a 2.5% charge. Please note we do not accept American Express.
- 1.6 If you use any of the payments listed in clause 1.5 you must pay the terms fee in full before the first scheduled Direct Debit payment date. You must also notify Busy Buttons CORE in writing to fees.busybuttonscs@gmail.com 5 working days before the scheduled payment date.
- 1.7 No booking will be fully confirmed until a full payment is received and registration details about each participant/child are submitted.
- 1.8 It is the parents/guardians duty to keep their child's details updated on our booking record. This can be done by logging on to our booking system or by notifying us in writing.

Term-Time Course Bookings

- 2.1 Term-Time courses include all series of classes that are scheduled from the beginning until the end of an academic term. Even if these series of classes usually are scheduled in blocks of 10 weeks, the length of the course may vary during different terms. This includes both courses scheduled on Saturdays and weekdays afterschool time.
- 2.2 A participant/child that is enrolled in a series of classes will automatically get a place reserved for the following term in advance to ensure continuity of tuition.
- 2.3 Changes to the term-time courses class lengths, term dates, timetable, or fees, may be necessary from time to time. Busy Buttons CORE will give you at least 1 full terms notice of this. If we are forced to cancel a class without sufficient notice, any fees paid for that class will be either carried forward to the next series of classes or refunded.
- 2.4 Fees for each term must be paid in full prior to the first class in that term.

Changing your Term-Time Course Booking



□ 3.1 If you wish to change groups for the same course during the course of a term you need to request this in writing. Busy Buttons CORE has

no obligation to grant your request, but may allow you to move to

another group providing that there are enough available spaces.

□ 3.2 Any changes to the term-time courses will only be for the specific period and circumstances for which it is granted. It will not constitute a formal change to the Terms & Conditions and will set no precedence. Any such temporary variation to these Terms & Conditions will be agreed in writing.

cancelling your Term-Time Course Booking

- 4.1 By accepting our booking Terms & Conditions you agree to that the participant/child will be continuously reserved on to the next term until either you or Busy Buttons CORE give at least 1 term written notice. The notice must be given before the first class of the previous term.
- 4.2 If you do not give the required 1 terms' written notice, you will be required to pay fees in lieu of notice.
- 4.3 If Busy Buttons CORE are forced to give written notice of a class cancellation at any point during a term, or has to cancel the remaining classes during a term, you will receive a refund for fees for any classes that you have paid for but the participant / your child has not received.
- 4.4 Any refund or credit that you have accumulated will be reimbursed to the leaving child 28 days after the last day of the Term that the child has attended.

cancelling your Teen Makers club subscription

- 5.1 By accepting our booking Terms & Conditions you agree to that the participant/child will be continuously reserved on to the club until the Direct Debit is cancelled and you have given written notification to fees.busybuttonscs@gmail.com.
- 5.2 If you do not cancel the Debit Debit payment your child will still be subscribed to the club and no refunds will be issued.
- 5.3 Please allow for 5 working days to cancel the Direct Debit before the scheduled payment date.
- 5.4 Either cancel via your log-in page or write to Busy Buttons CORE on fees.busybuttonscs@gmail.com.
- 5.5 If Busy Buttons CORE are forced to give written notice of a session cancellation at any point during a term, or has to cancel the remaining sessions during a term, you will receive a refund for fees for any classes that you have paid for but the participant / your child has not received.
- 5.6 Any refund or credit that you have accumulated will be reimbursed to the leaving child 28 days after the last day of the Term that the child has attended.



Venue Cancellation

□ 6.1 In exceptional circumstances we may have to cancel particular dates, in this event, we will try to give those booked onto the programme at least 14 days' notice and will offer a suitable alternative if one is available, or refund all monies paid for the dates cancelled, if preferred.

Adverse Weather Conditions

- 7.1 In the unlikely case that we are unable to run the camp due to adverse weather conditions we will offer a full refund or credit for another day
- 7.2 If customers are unable to attend camp during adverse weather conditions but the camp is open, no refund will be applicable.
- 7.3 We will endeavour to advise customers of any closure by means of email, text or notification on the Busy Buttons CORE's website as soon as possible. The website will be updated with the most up to date information.
- 7.4 Adverse weather conditions are determined by either an Amber or Red weather warning issued by the met office via local or national TV & Radio or via the website www.metoffice.gov.uk

Late Pick-up – Drop & Shop, Teen Makers club and courses

- 8.1 Our standard hours for courses and Teen Makers club varies and are specified in the booking confirmation emailed to at the time of booking. A 'Drop & Shop' session can NEVER exceed 4 hours and is determined from the time the parent/guardian sign the register held at the counter.
- 8.2 All children MUST be collected by the end of the respective session or course.
- 8.3 If for any reason you are detained and unable to collect by the end of the session or course, we ask that you call Busy Buttons CORE on 0800 101 8332 / 07952 418 212 as soon as possible.
- 8.4 Two members of staff will always be present at the centre while your child is waiting to be collected.
- 8.5 You will be charged a late pick-up fee of £20 for every 15 minutes after the end of the respective session or course to cover this staffing cost.
- 8.6 If we have no contact from a parent/guardian by 30min after the end of a session or course, we will contact Social Services to advise them we have an uncollected child.
- 8.7 We reserve the right to refuse future bookings from parents who continually pick up late.

Insurance

□ 9.1 All children in our care are covered by our Public Liability Insurance.

Health Policy



- 10.1 Busy Buttons CORE requires that all children who are ill or infectious be kept home for the full duration of their ailment, and for a minimum of 24 hours after the last symptom occurs. For a full list of exclusion periods please refer to our Policies & Procedures.
- 10.2 No refund will be given for exclusion due to illness or infectious diseases.
- 10.3 Busy Buttons CORE will only administer medication if it has been prescribed by a doctor or other health professional. All medication provided must have the prescription sticker attached which includes the child's name, the date, the type of medicine and the dosage.

Attire

□ 11.1 Kindly dress your children in comfortable and suitable clothes and shoes ie. not their best dress/shirt. Aprons will be provided but Busy Buttons CORE can't take any responsibility for any damage or loss of your child's clothes or shoes. Kindly label your children's clothing, water bottles and bags.

First Aid

- 12.1 By booking for either the drop in sessions, courses or Teen Makers Club the parent/legal guardian agree to the registered person and in her absence to the deputy in charge, taking the necessary steps to ensure that all the children entrusted in their care will receive the best and most appropriate care, attention and treatment should there be an emergency or accident in the provision. The parent/legal guardian understand that the registered person or deputy in charge will make every effort to inform them of any emergency or accident as soon as possible or after the event but that they may have to accompany child/ren to hospital in case of an accident in the parents/legal guardians absence. The parent/legal guardian give permission for the registered person or the deputy in charge to authorise hospital staff to administer essential treatment until their arrival.
- 12.2 If the parent/legal guardian doesn't agree with the declaration in clause 12.1, they should instead provide a statement of procedures to be followed for their child/ren in the event of an emergency in writing. Busy Buttons CORE will do their best to accommodate the parent/legal guardian's particular wishes.
- 12.3 Essential prescribed medication must be handed in to the Manager for safe-keeping. All Busy Buttons CORE's First Aid policies are in line with Ofsted recommendations.

Notice of Absence

Photography and Video

□ 13.1 If a child is not attending a scheduled day, parents/carers must telephone the Manager to allow us to update records.



- 14.1 Please note that we may take pictures and film your child working during drop in sessions, courses and Teen Makers Club. The images may be used for promotional and informative purpose as well as for the local and national press.
- 14.2 Please opt out when you book if you have any objections and we will respect your request.
- 14.3 We have a 'No Photograph' policy in the design centre and at our camps. Please enquire with staff if you would like them to take photographs of you and your child/ren and email them to you.

Mobile Phones and Electronic Devices

- 15.1 All electrical devices are prohibited on drop in sessions, courses and camps. If found, children will be asked to place the device in the Manager's box which will be locked and secured at all times.
- 15.2 Parents/Guardians are required to contact the Manager/Course Leader if they wish to speak with their child during drop in sessions, courses and camps.
- 15.3 Busy Buttons CORE will not take any responsibility for the damage or loss of any electronic devices that are brought onto camp.

Equal Opportunities

Child Protection

- 16.1 At Busy Buttons CORE we will ensure that we provide a safe and caring environment, free from discrimination, for everyone in our community including children with additional needs.
- 16.2 We operate a zero tolerance policy on discrimination or bullying of any kind.

□ 17.1 We are committed to building a 'culture of safety' in which the children in our care are protected from abuse, harm and radicalisation. Busy Buttons CORE has legal obligations in relation to Child Protection.

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Specific Needs and/or Medical Conditions

- 18.1 Busy Buttons CORE recognises that the needs of individual children vary, and will endeavour to accommodate children with specific needs and/or medical conditions.
- 18.2 It is our policy not to exclude any child due to specific needs and/or medical conditions wherever possible.
- 18.3 It is the responsibility of the parent/carer to contact the management on 0800 101 8332 / 07952 418 212 to inform us of any medical conditions and physical and/or behavioural needs so we can discuss how best to



accommodate the child, and consider whether any reasonable adjustments can be made to ensure they are able to fully participate and enjoy the activities within the staffing ratios provided for their age group.

- 18.4 The needs of each child vary so decisions are made on a case- by-case basis and depend upon the level of support each individual child may require.
- 18.5 We are not able to provide additional staff to child support above the ratios of 1:8 for ages 5 and over, irrespective of any specific needs or medical conditions. Where a child does require one-to-one support, arrangements needs to be done in advance and it will incur additional costs.
- 18.6 We are happy to accommodate a child with specific needs on a trial basis and reserve the right to review further bookings.

Behaviour Code of Conduct

- 19.1 Busy Buttons CORE uses effective behaviour management strategies to promote the welfare and enjoyment of all children attending our drop in services, courses and Teen Makers Club.
- 19.2 Upon booking you agree that your child or children will:

- Use socially acceptable behaviour
- Comply with the provision rules, which are compiled by the

manager/course leader and the children attending our drop in

sessions, courses and Teen Makers Club.

- Respect one another, accepting differences of race, gender,

ability, age and religion.

- Choose and participate in a variety of activities.
- Ask for help if in need.
- Not use abusive or obscene language
- Not be aggressive in the way they speak or behave towards

others

- Not inflict any form of physical harm to other children, staff or

themselves.

□ 19.3 We have a responsibility for ensuring the well-being and safety of all children in our care and have approved procedures for managing behaviour.

- 19.4 We follows a zero tolerance policy on discrimination, bullying and persistent poor behaviour of any kind, irrespective of any special needs.
- 19.5 On rare occasions, and in more serious cases, we reserve the right to ask parents to remove children from drop in services, courses and Teen Makers Club. No refund will be made for any remaining days booked, and any



costs associated with the exclusion, including transport home, will be the parents' responsibility.

- 19.6 Full details of our Behaviour Policies & Procedures can be found in our Policies & Procedures.

Data Protection

Parent Feedback

- 20.1 We will use your details to contact you via email/mail or text with future information about our services.
- 20.2 You may opt out of our mailing list when booking or afterwards at any stage.
- 20.3 Busy Buttons CORE is registered under the Data Protection Act.

- 21.1 We aim to provide the best possible care for all children at all times.
- 21.2 If you have concerns or suggestions, please tell us; we value your feedback and use it to develop and improve our services.
- 21.3 Concerns should be raised with the Manager and we will attempt to resolve the issue to your satisfaction. Please refer to our Policies & Procedures for more information.

Refunds

- 22.1 Please allow 10 working days to process refunds.

Artwork & Copyright

- 23.1 All copyrights including the concepts, projects, designs, artwork, filming, recording in journals, audio, photographs, digital, print, animation done for the film 'The Wind in The Willows' stay with Busy Buttons CORE. Your child's artwork will contribute towards the filmed animation. We will retain all artwork until the end of this educational film project and for promotional events.
- 23.2 Busy Buttons CORE reserves the right to retain any artwork produced as part of our courses, Teen Makers Club, films, competitions, educational projects and programmes, birthday parties, workshops and events or any other creative work for archival purposes.
- 23.3 Parents and students have no right to take unfinished artwork unless by prior agreement in writing.

- 23.4 By accepting these Terms & Conditions you agree that Busy Buttons CORE owns all intellectual property rights of all designs, artwork, photographs of artwork, written work, music and concepts produced as part of workshops, courses, camps, birthday parties, competitions and 'Drop & Shop' sessions conducted by Busy Buttons CORE. Including any documents or other materials relating to such designs, course material, hand outs, party material and any future designs supplied by us from time to time.



- 23.5 You acknowledge that all copyright, design rights (including both registered and unregistered if applicable), trade marks, patents, know how, confidential information, trade secrets including but not limited to concepts and themes and other intellectual property rights (collectively

with out limitation the “Intellectual Property”) in or relating to the Products vests in and remains with Busy Buttons CORE.

- 23.6 You may not now or at any time in the future use or exploit, or authorise or procure another to use or exploit, the Intellectual Property without Busy Buttons CORE’s prior written permission and in particular (but without prejudice to the generality of the foregoing) You must not use the Intellectual Property in relation to any other project, competing or otherwise.
- 23.7 In the event that you become aware of or suspect any infringement of the Intellectual Property, you must forthwith notify Busy Buttons CORE and take all reasonable action and co-operate with the us in taking any action to limit and remedy any such breach.
- 23.8 Busy Buttons CORE will have the sole ownership of all intellectual copyrights of all the work that the participants produce as part of workshops, courses, Teen Makers Club, birthday parties, competitions and ‘Drop & Shop’ sessions conducted by us.
- 23.9 If posting any images, films, notices or written (printed / digital media) about any work and designs produced while attending a Busy Buttons CORE workshop, class, Teen Makers Club, competitions, ‘Drop & Shop’ session or event on social, local, national or international commercial or independent media you MUST give due credit to Busy Buttons CORE. While using social media you must also include one of the following links in the post, notice or message:

<https://www.facebook.com/BusyButtonsCORE>

<https://twitter.com/BusyButtonsCS>

<https://www.instagram.com/busybuttonscreativestudio/> www.busybuttons.org

□ 23.10 If submitting any images of work, or/and work, or/and designs, or/and sketch/logbooks produced while attending a Busy Buttons CORE workshop, class, Teen Makers Club, ‘Drop & Shop’ session, competitions, creative birthday party or event for an scholarship, stipend, competition or any other awarding body, you MUST give due credit to Busy Buttons CORE. Should your child be successful you will also be required to give full details of the achievement to Busy Buttons CORE. The details of your child’s achievement will be published in

Busy Buttons CORE’s record and may be announced or/and displayed

publicly.

□ 23.11 Written permission is required prior to independently or



commercially publish (printed/digital) any work, or/and work, or/and designs, or/and sketch/logbooks produced while attending a Busy Buttons CORE workshop, class, Teen Makers Club, 'Drop & Shop' session, creative birthday party, competitions or event. A royalty fee might apply.

Arts Award

24.1 Joining a course does not automatically gain the student an Arts Award. There is a small additional processing and/or moderation fee, independent work, an educational visit and at least 1 additional session covering specifics regarding the relevant Arts Award. Enquire with the course teacher for more information.

Competitions

- 25.1 By entering any competition, you agree that all entries are the copyright and intellectual property of Busy Buttons CORE.
- 25.2 Parents / legal guardians need to enter all artwork and other entries for children (under the age of 16 years) and agree to Busy Buttons CORE's full Terms & Conditions.

Please enquire for a full copy of the Busy Buttons COREs Policies and Procedures.

BUSY BUTTONS CORE LTG. TERMS AND CONDITIONS 2020.V1



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