

Move More Terms & Conditions

Bookings and Payments

- All payments must be processed immediately via card on the Move More booking system or via childcare vouchers / tax free GOV scheme. A receipt will be sent to you once the respective payment has been received to confirm your booking.
- Tax free and childcare voucher payments must be **received** within 5 WORKING DAYS of the booking order date. To pay via childcare vouchers please go to <https://www.move-more.org/prices-and-offers/> where you will find further instructions. Move More will provisionally reserve your booking for 5 working days after the booking date pending payment.

IMPORTANT NOTICE: Childcare voucher providers and the tax-free GOV scheme can take up to 3-5 working days to reach us which is why IMMEDIATE ACTION is required to pay via your childcare voucher provider or tax-free GOV scheme.

- If your booking is LESS THAN 5 DAYS IN ADVANCE, please make payment immediately via credit/debit card online to guarantee your place. If you would then like to pay via vouchers or tax-free vouchers and request a refund on to your card, a £1.50 transaction fee will apply. Please email your request to camps@move-more.org.
- Cash is not accepted.
- Failure to make payment before this timescale may result in your booking being released to a waiting list and/or Move More reserve the right to refuse access to our provision on the date of the booking.
- Childcare voucher payments cannot be refunded to your account. In cases where refunds are agreed for childcare voucher payments, booking system credit will be issued.
- Credit must be redeemed against the same provision as the original booking.
- Change of date requests will be subject to availability and amendment fee if applicable.
- In situations of extenuating circumstances Move More will consider appeals. Please email camps@move-more.org

Cancellation & change of date policy and fee schedule

Cancellation

- For cancellation requests made more than 10 days in advance of the provision start date, if you cancel you will receive a full refund in the form of booking system credit. If a refund is required back on to a credit or debit card that was originally used to place the order, then a £1.50 processing fee will be deducted prior to the refund.
- For cancellation requests made less than 10 days but more than 48 hours in advance of the provision start date, if you cancel you will receive a 50% refund / day / child.
- For cancellation requests made less than 48 hours in advance of the provision start date, if you cancel your booking it is non-refundable.

PROVISION DATE	CHANGE OF DATE FEE	CANCELLATION POLICY
MORE THAN 10 DAYS AWAY	FREE	FULL REFUND <i>Minus £1.50 charge if refunded on to debit or credit card</i>
LESS THAN 10 DAYS BUT MORE THAN 48 HOURS AWAY	£5.00/ DAY / CHILD	50% REFUND / DAY / CHILD
LESS THAN 48 HOURS AWAY	£10 / DAY / CHILD	NON-REFUNDABLE

Camp Booking Date Amendments

- For booking amendments made more than 10 days in advance of the provision start date, changes will be free of charge.
- For booking amendments made less than 10 days but more than 48 hours in advance of the provision start date, changes will be subject to a £5.00 fee / day / child.
- For bookings made less than 48 hours in advance of the provision start date, dates changes will be subject to a £10 fee / day / child.

Medication

If your child requires medication, please include this information when registering, you will be asked to fill in a medication form **in advance** of attending our provision. Move More staff are not permitted to give the first dose of antibiotics.

Sickness

If a child develops an illness whilst in our care, the emergency contact numbers will be called. It is important that one of these contacts can collect a child that is too unwell to take part or displays the symptoms of an infectious disease. If a child has had an infectious disease, please consult the exclusion table in the appendix on the time needed before a child can attend our provision. Children are excluded from attendance for 48 hrs after last symptoms of diarrhoea & vomiting.

Intimate care

Move More operates a limited Intimate Care Procedure and you will be asked on your preferences on registration. If you change your mind about your preferences around intimate care, please email camps@move-more.org

Accidents/incidents

Any accident or incident involving your child will be attended to by Move More Staff. Staff are paediatric first aid trained and will provide first aid to your child. If the injury is beyond first aid, an ambulance will be

called and the emergency contacts on the registration will be informed. An accident/incident form will be completed by the member of staff who provides any First Aid and this will be shared with the person collecting the child.

Behaviour

Children are expected to follow age-appropriate Move More Rules and will be supported to do so. Move More operates a Behaviour Management process. It is important that emergency contacts are (on the unlikely occasion) available to collect children if the situation becomes untenable. If there has been a behaviour incident during the day, this information will be shared with parents on collection.

Arrival & collection of children

When registering, you will allocate each child a 4-digit personalised code, which needs to be quoted on collection of the child. This code will need to be sent to any person(s) collecting the child, if this is different from the person dropping off.

If an expected child does not turn up, attempts will be made to confirm whether they are due to arrive or not, using the contact details on registration. If appropriate, the Missing Child Procedure will be instigated.

If the person collecting does not have the code, the emergency contacts on file will be phoned to confirm arrangements. We prefer that children do not arrive and leave on their own, however, if this is unavoidable, Move More needs to be informed by a parent/guardian. This is only acceptable for children who are 8 years old or over.

If a child is not collected at the expected time, attempts will be made to contact the registering adult or emergency contact. With regards to Move More Camps, children can remain on camp until 5.00pm being charged until that point (end of camp). For any late collection of children after 5.00pm, continual attempts will be made to contact the registering adult or emergency contact, for a maximum of 2 hours. An additional late pick up fee will be charged at £25 / hr. If no contact has been made with the registering adult or emergency contact and no alternative responsible adult can be identified or located by 7.00pm then Social Services will be contacted.

Move More reserves the right to refuse a child being collected by anyone deemed inappropriate i.e. not having the code; under 12 years; acting inappropriately i.e. under the influence of alcohol or drugs or displaying aggressive behaviour. In such circumstances, continual attempts will be made to contact the registering adult or emergency contact, for a maximum of 2 hrs, to make alternative arrangements.

Food

All Move More provision is nut-free, so please do not provide nuts or nut-based snacks within your child's lunchbox. This is for the protection of children who have a nut allergy. If nut-based foods are identified, they will be secured safely, away from children's areas and will be returned to the collecting adult at the end of the day.

Complaints

If you would like to make a complaint to Move More or directly to Ofsted, you can find the contact information on our website <https://move-more.org/information-for-parents/>

No Screen policy

Move More prides itself on a no screen policy with regards to children watching TV or playing games on hand held devices. It is recommended that children do not bring any handheld devices to camp as Move More cannot accept responsibility for the security of such equipment. Move More may use technology from time to time to enhance an activity.

Data Protection

All collected personal data will be held securely, aligned to Move More's Data Protection Policy which can be found here <https://move-more.org/privacy-policy/>

Appendices

Health Protection for schools, nurseries and other childcare facilities

Exclusion table

Infection	Exclusion period	Comments
Athlete's foot	None	Athlete's foot is not a serious condition. Treatment is recommended.
Chicken pox	Five days from onset of rash and all the lesions have crusted over	
Cold sores (herpes simplex)	None	Avoid kissing and contact with the sores. Cold sores are generally mild and heal without treatment
Conjunctivitis	None	If an outbreak/cluster occurs, consult your local HPT
Diarrhoea and vomiting	Whilst symptomatic and 48 hours after the last symptoms.	See section in chapter 9
Diphtheria *	Exclusion is essential. Always consult with your local HPT	Preventable by vaccination. Family contacts must be excluded until cleared to return by your local HPT
Flu (influenza)	Until recovered	Report outbreaks to your local HPT.
Glandular fever	None	
Hand foot and mouth	None	Contact your local HPT if a large numbers of children are affected. Exclusion may be considered in some circumstances
Head lice	None	Treatment recommended only when live lice seen
Hepatitis A*	Exclude until seven days after onset of jaundice (or 7 days after symptom onset if no jaundice)	In an outbreak of hepatitis A, your local HPT will advise on control measures
Hepatitis B*, C*, HIV	None	Hepatitis B and C and HIV are blood borne viruses that are not infectious through casual contact. Contact your local HPT for more advice
Impetigo	Until lesions are crusted /healed or 48 hours after starting antibiotic treatment	Antibiotic treatment speeds healing and reduces the infectious period.
Measles*	Four days from onset of rash and recovered	Preventable by vaccination (2 doses of MMR). Promote MMR for all pupils and staff. Pregnant staff contacts should seek prompt advice from their GP or
Meningococcal meningitis*/ septicaemia*	Until recovered	Meningitis ACWY and B are preventable by vaccination (see national schedule @ www.nhs.uk). Your local HPT will advise on any action needed
Meningitis* due to other bacteria	Until recovered	Hib and pneumococcal meningitis are preventable by vaccination (see national schedule @ www.nhs.uk) Your local HPT will advise on any action needed
Meningitis viral*	None	Milder illness than bacterial meningitis. Siblings and other close contacts of a case need not be excluded.
MRSA	None	Good hygiene, in particular handwashing and environmental cleaning, are important to minimise spread. Contact your local HPT for more information
Mumps*	Five days after onset of swelling	Preventable by vaccination with 2 doses of MMR (see national schedule @ www.nhs.uk). Promote MMR for all pupils and staff.

Infection	Exclusion period	Comments
Ringworm	Not usually required.	Treatment is needed.
Rubella (German measles)	Five days from onset of rash	Preventable by vaccination with 2 doses of MMR (see national schedule @ www.nhs.uk). Promote MMR for all pupils and staff. Pregnant staff contacts should seek prompt advice from their GP or midwife
Scarlet fever	Exclude until 24hrs of appropriate antibiotic treatment completed	A person is infectious for 2-3 weeks if antibiotics are not administered. In the event of two or more suspected cases please contact local health
Scabies	Can return after first treatment	Household and close contacts require treatment at the same time.
Slapped cheek /Fifth disease/Parvo virus B19	None (once rash has developed)	Pregnant contacts of case should consult with their GP or midwife.
Threadworms	None	Treatment recommended for child & household
Tonsillitis	None	There are many causes, but most cases are due to viruses and do not need an antibiotic treatment
Tuberculosis (TB)	Always consult your local HPT BEFORE disseminating information to staff/parents/carers	Only pulmonary (lung) TB is infectious to others. Needs close, prolonged contact to spread
Warts and verrucae	None	Verrucae should be covered in swimming pools, gyms and changing rooms
Whooping cough (pertussis)*	Two days from starting antibiotic treatment, or 21 days from onset of symptoms if no antibiotics	Preventable by vaccination. After treatment, non-infectious coughing may continue for many weeks. Your local HPT will organise any contact tracing

***denotes a notifiable disease. It is a statutory requirement that doctors report a notifiable disease to the proper officer of the local authority (usually a consultant in communicable disease control).**

Health Protection Agency (2010) Guidance on Infection Control in Schools and other Child Care Settings. HPA: London.