

TERMS & CONDITIONS



1. Acceptance of Terms

- Acceptance: By completing a booking via the Enrolmy platform, you are deemed to have accepted these terms, which prevail over any other terms.

2. Managing Your Booking

- Notice Periods & Self-Service: Parents and carers have the autonomy to manage their bookings directly through their Enrolmy account. Any requested changes are strictly subject to availability. To ensure operational stability, the following notice periods apply for self-service changes:
 - Wraparound (Breakfast & After School Clubs): 48 hours (2 days) notice or more.
 - Holiday Camps: 1 week (7 days) notice or more.
- Adding Sessions: If you wish to add additional days to a current booking, you must log in to your account and amend the existing booking rather than creating a new, separate booking. This ensures all sessions for the period remain consolidated on a single invoice for your convenience.
- Within the Notice Period: Changes or refund requests made within the notice periods (less than 48 hours for wraparound or less than 7 days for camps) are not applicable unless the uCover add-on was purchased at the time of booking.

3. uCover Payment Protection

- Optional Payment Protection: You may choose to purchase optional "uCover" payment protection for £3 per child per day at checkout on single day, full week, recurring, and ad hoc bookings. uCover provides extended flexibility for changes or refunds within the standard notice periods.
- uCover Changes & Cancellations Processing: Requested changes made outside of the standard notice periods which are covered by uCover cannot be completed via self-service and must be processed manually by the office. Please contact us at 0118 449 2641 or info@u-kids.co.uk

4. Fees, Payments & Subsidies

- Instalment Payments: You have the option to pay upfront or in instalments. Enrolmy will automatically calculate your payment schedule, including due dates and amounts. All payments must be completed before the start of the camp/session to secure the place.
- Subsidy Payments: We accept Tax-Free Childcare and Childcare Vouchers. As provider codes are unique to each venue, please contact the office to request the specific code for your location. All subsidy payments must be processed before the activity start date.
- Frozen Accounts (Arrears): To ensure sustainability, your account will be automatically "frozen" if:
 - Any single invoice remains unpaid for more than 10 days past its due date.
 - While an account is frozen, you cannot make new bookings, and current sessions may be suspended.

5. Late Collection Policy

- Prompt Collection: You must ensure that you collect your child(ren) promptly at the predetermined collection time.
- Late Fees: If you do not collect your child(ren) promptly, we reserve the right to charge an additional £5 for every 10 minutes.
- Enforcement: This fee is debited to your account and is payable immediately. Failure to pay may result in the cancellation of future bookings.

6. Discounts

- Sibling Discount: A 10% discount is automatically applied to each additional child booked onto the same camp or session.
- Discount Codes: Only one additional discount code can be used per order; the highest value discount will be applied.
- Full Week Discount: Selecting the "full week" option at checkout applies a discounted daily rate.

7. Cancellations, Credits & Refunds

- Credit Approval & Processing: Any credits generated by a change or cancellation initiated by a parent are subject to review and formal approval by the uKids office. Once a credit note has been approved and processed, including the deduction of any applicable 30% administration fees, the balance will be made available on your Enrolmy account for future use. Please allow up to 10 working days for the processing of any credits or refunds.
- Company Right to Cancel: uKids reserves the right to cancel sessions in advance due to low registration numbers, forecast adverse weather conditions, or other unforeseen circumstances. In the event of a company-initiated cancellation, we will offer alternative arrangements, such as an alternative activity, date, or venue. Should these alternative arrangements not be suitable, a full refund will be provided

8. Booking Changes & Refund Reference Table

- Notice Periods:
 - Wraparound (Breakfast & After School Clubs): 48 hours (2 days) notice or more.
 - Holiday Camps: 1 week (7 days) notice or more.

Scenario	Outside Notice Period	Inside Notice Period (With uCover)	Inside Notice Period (Without uCover)
Refunding a Single Day	Yes Minus 30% Fee	Yes Minus 30% Fee	No
Refunding a Full Week	Yes Minus 30% Fee	Yes Minus 30% Fee	No
Refunding a Single Day Within a Full Week	No	No	No
Moving a Single Day	Yes	Yes	No
Moving a Full Week	Yes	Yes	No
Moving a Single Day Within a Full Week	Yes*	Yes*	No

*Note: When moving a day within a discounted "Full Week" booking, the difference between the reduced daily rate and the standard daily rate for all sessions within that week must be paid.