

Ro-Stars Club Terms and Conditions

These terms and conditions set out the terms and conditions agreed between you ("You, "Your") and Ro-Stars (managed by PRC – Peterborough Romanian Community). ("we", "our", "us") in relation to the registration and attendance of the child (or children) ("participant") whom you have registered for a Ro-Stars Club.

You must provide complete information via the application form, prior to your child using the venue and the services we provide. You are responsible for informing us of any changes to your contact details.

If you are not the participants parent or guardian, you confirm that you have made such parent or guardian fully aware of this registration and these terms and conditions (and that they have agreed to them in full).

1. Booking and payment

1.1. All bookings and payments must be made in full through our website www.roprc.org and will be confirmed by email.

1.2. Ro-Stars do not accept payment by voucher, cash or cheque.

1.3. Ro-Stars allocates children to places on a first come, first serve basis, in accordance to our capacity at that time.

1.4. Customers can register on a waiting list if the club is full. If a place becomes available the parent/guardian of the first child on the waiting list will be contacted and offered the available place. The place will be reserved for that child for one day. If there has been no communication from the parent/guardian, the available place will be offered to the second child on the waiting list and so on.

1.5 The bookings are made on a membership basis, and the payments are required on a monthly basis including during school holidays. The cost is an average cost that takes into consideration the school holidays and the variable number of weeks from a month to another.

2. Cancelling your booking

2.1. During a child's membership you must pay your membership fee whether you use our facilities and services or not – any sessions missed due to student absence cannot be carried over to subsequent weeks.

2.2. Monthly payments are not refundable. Should you wish to cancel your membership, you must give us a 30 days' notice and we will cancel your membership. We also hold the rights to cancel your membership should we decide that your child will be expelled from the club based on the following reasons: you fail to make payments, your child's behaviour is in our opinion injurious to Ro-Stars and PRC's name, character and interests or damaging to other members of the club, teachers or any other volunteers or staff members.

2.3. If we change the times or location of the classes, we will let you know as soon as possible.

2.4. If a session is unable to go ahead due to cancellation by the venue or volunteers' unavailability due to illness or unexpected events, we will do all we can to reschedule as soon as possible. Parents/guardians will be kept informed of these changes by email or text. If we are unable to set a replacement date, we are unable to supply a refund.

2.5. If any of our sessions are cancelled due to Government guidelines, or pandemics, we will contact you with next steps. In this case we cannot guarantee a refund on sessions cancelled this way.

3. Timings and age groups

3.1. For information about the club's objectives, you can read information on our website or can contact us by email or by speaking with one of the teachers.

3.2. When booking your child, you understand and accept that the educational levels and needs of the children in one group can differ significantly and the outcomes will also vary.

3.3. Our classes run on Saturdays, 10am-11:30am, term time only. The monthly price is an average cost, taking into consideration that the number of weeks varies from month to month, and taking into account that we do not run the classes during school holidays.

3.4. The club is aimed at children aged 4-11 and if this changes, we will inform you.

4. Collection

4.1. All children must be collected by the scheduled finishing time.

4.2. If for any reason you are detained and unable to collect your child by the scheduled finishing time, we ask that you call Ro-Stars as soon as possible 07442 097073.

4.3. Only the parent/guardian and other named collectors on the enrolment form can collect the named child.

4.4 If someone else is to collect the child, the parent/guardian should call and email Ro-Stars as soon as possible with the details of the temporary allocated collector i.e. full name and phone number. We will provide a password for the temporary allocated collector to use when collecting the named child. Please do not communicate this password to other persons as this can jeopardise the security of the children at the club.

4.5. If we have no contact from a parent/guardian half an hour after the scheduled finishing time, we will contact local Social Services to advise them we have an uncollected child.

4.6. We reserve the right to refuse future bookings from parents who continually collect their child late.

5. Food allergies

5.1. We have a no sharing food policy due to possible allergies. We respectfully ask for nut products not to be placed in snack boxes.

5.2. We will provide snacks during the classes (usually fruits/vegetables, biscuits and cold drinks) and it is the responsibility of the parent/guardian to inform Ro-Stars of any allergies.

6. Insurance

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

7. Health and safety

7.1. Ro-Stars complies with current Health and Safety requirements in the UK and you can find our Health & Safety Policy on our website. Ro-Stars requires that all children who are ill or infectious are to be kept at home.

7.2. All our projects are risk assessed and you can request a copy from us at any time by email.

7.3. In the event of an accident, first aid will be administered to the child in our care by the designated first aider in the venue and the emergency services will be called if necessary.

7.4. If your child requires an EpiPen please disclose this on the booking form. Ro-Stars will then consult with the parent regarding the arrangements.

8. Photography and video

8.1. We occasionally take photographs/videos of children for promotional materials. Please inform us by email if you do not want your child to be included in this.

9. Mobile phones and electronic devices

9.1. All electronic devices (e.g. iPads, Nintendo DS, etc.) are prohibited at our club.

9.2. If you wish for your child to carry a mobile phone and they are seen using it, the teacher will confiscate it until the end of that session.

9.3. Ro-Stars will not take any responsibility for the damage or loss of any electronic devices that are brought into the club.

10. Equal opportunities and child protection

10.1. Ro-Stars is an equal opportunities company and welcomes all children regardless of their gender, ability, race or religion. As we are a bilingual club, we welcome children who speak English and/or Romanian at any level.

10.2. We operate a zero-tolerance policy on discrimination or bullying of any kind.

10.3. Ro-Stars has legal obligations in relation to Child Protection.

10.4. At least one member of the team present at the class has an enhanced DBS check in place.

11. Special needs

11.1. It is our policy not to exclude any child due to specific needs wherever possible.

11.2. The need of each child varies so decisions are made on a case-by-case basis depending on the level of support each child requires to enable them to fully participate and enjoy the activities at our club.

11.3. We request that parents of children with specific needs contact Ro-Stars to discuss how we can best accommodate their child and consider whether any special arrangements need to be made. We are happy to accommodate the child on a trial basis and reserve the right to review further bookings. This is based on our capacity, training and facilities at that particular time.

12. Child exclusion

12.1. If a child proves incompatible with the general well-being of the club (e.g. they are involved in bullying or are engaged in disruptive or aggressive behaviour towards other children or teacher, or anyone else in the club) we reserve the right to exclude them. Please only enrol children who will agree to our behaviour and respect policies to eliminate this possibility. We would encourage you to have conversations with them in advance.

12.2. No refund will be made for any remaining sessions booked.

13. Data protection

13.1. We will use your details to contact you via email, mail or text with important information about your booking and/or future information about our services.

13.2. You may opt out of our mailing list at any time after the enrolment stage. If you do not wish to receive any offers, you may opt out of this at any stage after the enrolment stage.

13.3. PRC and subsequently Ro-Stars is registered under the Data Protection Act. 1998.

13.4 We do not share any of your personal information with external agencies.

13.5 Our GDPR policy is available on our website.

14. Parent feedback, issues/concerns

14.1 If you have concerns or suggestions, please tell us. We would love to hear your feedback so please don't hesitate to share it with us.

14.2. Concerns should be raised initially with the teacher at the club to try to resolve the concerns immediately. You can also email PRC directly and we will do our best to resolve the issue/concern.

14.3. You agree to notify us of any concerns within 48 hours of any after school club session.