



Terms & Conditions

Bookings and payment

Bookings

All bookings are reserved once:

- You have made payment in full (if you chose to pay balance in full upon booking)

or

- you have paid a £20 deposit (if you chose to pay in instalments upon booking)

You have 48hrs to 'make payment in full' or pay £20 deposit, whichever option you chose from above. Once this has taken place your booking is confirmed.

If you have requested to pay in instalments, your last payment must be no later than 14 days prior to the programme commencement. Payments must be paid in minimum instalments of £20.

Payments

'The Big Step' accept payments by BACS payment only. Please contact us if you wish to make payment using an alternative method.

Cancellations and refund

Any cancellations must be received in writing with supporting medical evidence if relevant. We request at least 21 days' notice before the programme start date if you wish to cancel. If you cancel with more than 28 days before programme commencement, we will refund all monies paid, not including a non-refundable deposit of £20, which covers administration costs.

If you give notice to cancel with less than 21 days of the programme start date you will not receive a refund. This covers administration, staffing and programme outlay.

In the case of illness/injury, we may offer a full refund via the original payment method upon receipt of a valid medical note. We reserve the right to amend this offer of a refund in the event of a Force Majeure (incident out of our control) such as an infection pandemic.

Programme start and finish times

We follow the start and finish time of each secondary school we work with and will provide parents/carers these times before commencement. Our extended 'early drop off' and late pick' up can be requested upon booking. This is 1hr either side of normal start and finish times for the secondary school your child is attending. If for any reason you are unable to collect your child on time, we ask that you call the programme leader. Two members of staff will wait with your child until they are collected. We reserve the right to charge a late pick-up fee of £10 for every 15 minutes after the agreed pick-up time to cover the additional staffing cost. If we have no contact from a parent/guardian, we will attempt to phone the emergency contact provided. If we are unable to speak to a parent or guardian, we may need to contact Social Services to advise them we have an uncollected child.

Sign in and out

We will contact you before programme commencement to ask how your child will be arriving to school. If your child is making their own way to and from school, we will need you to consent to this. Due to Covid-19 we may operate a digital sign in/out or require you to sign your child in/out in person. You will receive this information prior to the programme.

Your child's information

We require the booking for each child to be made by the parent or carer with parental responsibility. It is the responsibility of the person making the booking to ensure that all details provided are accurate and complete for each child. This includes up to date medical information and any special educational needs, including details of any education, health, and care plan (EHCP). We also require additional emergency contact(s) details on file. If we do not have this information, your child will not be allowed on the programme.

Special requirements and 1:1 care

'The Big Step' is an inclusive summer transition programme. We recognise that the needs of individual children vary. Where possible we will endeavour to accommodate children with specific needs and/or medical conditions. It is the responsibility of the parent/carer to inform us of any medical conditions and special educational needs or disabilities when making booking, 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 participate, enjoy, and benefit from the programme and within the staffing ratios provided. 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 may require. Where a child does require additional support, 'The Big Step' will endeavour to recruit a 1:1 support worker (there may be an additional cost for this). We are happy to accommodate enablers organised by parents providing they meet specific safety checks.

Illness and first aid

'The Big Step' requires that all children who are ill or infectious be kept home for the full duration of their ailment, and for 48 hours after their last symptoms occur. 'The Big Step' will not administer medication. In the event of an accident, first aid will be administered to your child and the emergency services will be called in necessary. Essential medication that is self-administered must be kept safe and be readily available if required. Please also see our Covid-19 policy.

Informing us of an illness/ and/or absence

If your child is not attending a day due to illness (or any other reason), you are required to inform us by either telephone, email or text. If on the morning of the same day you can use our online 'reporting and absence' link, which you will receive before the programme commencement.

Child Exclusion

We reserve the right to exclude or refuse any child at any time during the programme if, in our opinion, that child is incompatible with the general wellbeing of the programme. 'The Big Step' is responsible to ensure the well-being and safety of all children in our care and have approved procedures for managing behaviour. The company follows a zero-tolerance policy on discrimination, bullying and persistent poor behaviour of any kind (irrespective of any special needs), which falls outside our/secondary schools' expectations. On rare occasions, and in more serious cases, we reserve the right to ask parents/carers to remove children from the programme, either for the remainder of the day, or for the rest of programme. No refund will be made for any remaining days, and any costs associated with the exclusion will be the parents'/carers' responsibility. We reserve the right to exclude a child at any time prior to or during a session due to illness. The parent/carer will be expected to come and collect their child.

Programme and activities

From time to time, we may need to change the activities for reasons within or outside of our control. Programme activities are subject to change in the event of unsuitable weather or other circumstances beyond our control. Timetables displayed are a guide and are subject to change.

Personal property, electronic devices and lost property

Personal Property- All children's personal property is your responsibility and 'The Big Step' is not liable for any lost or damaged property whilst your child is on our programme. Mobile phones and electronic devices are not prohibited on our programme (unless this goes against your child's secondary school policy), however, we strongly advise that they do not bring in these items unless it is necessary. Children will be asked to keep them in their bags during the day. 'The Big Step' cannot be held accountable for any loss or damage to personal devices. If devices are being used inappropriately, children may be asked to leave them with a staff member and to be collected at the end of the school day.

Lost property- If you believe that your child has left an item on the programme, please contact the programme leader who will do their best to assist you. Lost property will remain with us until the end of the summer holidays. Unclaimed lost property will be donated to charity after these dates.

Photography/Filming

‘The Big Step’ will ask parents/carers for permission to take photos/videos of their children at the point of booking (which you can accept or refuse). These will be used for promotion.

Parent feedback and complaints

If you have any suggestions or concerns, please let us know. We value all feedback and use it to develop our programmes. You will receive a feedback form at the end of the programme, which we invite you to complete.

If you have any concerns regarding our programmes, this should be initially raised with your child’s programme leader. If you are unable to resolve this issue, then the director of ‘The Big Step’ will be notified and will attempt to resolve the issue to your satisfaction.

Safeguarding

‘The Big Step’ has a legal obligation in relation to safeguarding and has a separate safeguarding policy, which you can request to see.

Policies and procedures

For a copy of any of our other policies and procedures, please email info@thebigstep.org

This policy was adopted by: The Big Step	Date: 23/02/2021
To be reviewed: 23/02/2022	Signed: Daniel Leverton

‘The Big Step’ is a trading name of PriSec Educational Services Ltd Company No. 11550378