



The Adventure Starts Here

Let's Leap Terms & Conditions

Holiday Camps, Breakfast Clubs & After-School Care

Please read these Terms & Conditions carefully before completing your booking.

Thank you for choosing Let's Leap Sports Academy Limited ("Let's Leap"). These Terms & Conditions explain the arrangements for registration, bookings, payments, cancellations and attendance at our Holiday Camps, Breakfast Clubs and After-School Care.

Registration

- All parents/carers must complete our online Registration Form before a child can attend any Let's Leap provision. Registration is completed through our website and booking system.
- Parents/carers are responsible for ensuring all information provided is accurate and up to date, including contact details, medical information, allergies, additional needs and authorised collectors.
- Please update any changes as soon as possible. You can update these details yourself at any time by logging into your account.

Booking Sessions

- All bookings are subject to availability and must be paid for in advance.
- A booking is only confirmed once payment has been received.
- Bookings can be made up to 15 minutes before a Breakfast Club or After-School Care session begins, and up to 8 hours before a Holiday Camp session begins.
- Children arriving without a valid booking may only be admitted where sufficient space and staffing are available.
- Where a child attends without a valid booking, a £5 non-booking fee will apply for After-School Care and a £10 non-booking fee will apply for Holiday Camp.
- Where applicable, children who remain uncollected from school at 3:30pm and are placed into Let's Leap After-School Care will incur the relevant session charge plus a £5 non-booking fee.
- If Let's Leap is required to cancel a session due to unforeseen circumstances, affected bookings will receive a full account credit.

Attendance Responsibilities

- Parents/carers are responsible for ensuring children attending Breakfast Club or Holiday Camp arrive safely and are properly signed in.
- Parents/carers must ensure their child and, where appropriate, their school are aware when the child is booked to attend After-School Care.
- Any last-minute changes to attendance should be communicated to both the school and Let's Leap as soon as possible.

Holiday Camp Activities & Programme Changes

- Activities advertised are representative of the experiences we aim to provide and may vary by location, age group, day and availability.
- Let's Leap may amend, substitute or cancel individual activities where reasonably necessary due to weather, staffing, facility availability, safety considerations or circumstances outside our control.
- Where possible, an appropriate alternative activity will be provided.

Swimming

- Swimming is available only at selected Holiday Camp locations and to eligible age groups.
- Children must be aged 4 or over to participate in swimming activities unless otherwise stated for a specific location.
- Participation may be subject to a swimming ability assessment. Children may be restricted to particular areas of the pool or required to use appropriate flotation aids where our team considers this necessary for safety.
- Let's Leap may prevent a child from participating in swimming where staff consider this necessary to protect the child's safety or the safety of others.

Age Groups & Grouping Requests

- Children are normally grouped according to their age and/or school year to help ensure activities remain age-appropriate and enjoyable.
- We will always try to accommodate friendship or sibling grouping requests where appropriate, but these cannot be guaranteed and remain subject to age, ratios, group sizes, safeguarding and operational requirements.

SEND, Medical & Additional Support Needs

- Parents/carers must provide full and accurate information regarding any SEND, behavioural, medical or additional support needs that may affect their child's participation or the support required while attending.
- Where additional support or reasonable adjustments may be required, parents/carers should contact Let's Leap before attending so that appropriate arrangements can be discussed and planned.
- Let's Leap will consider reasonable adjustments on an individual basis, taking into account the child's needs, the setting, staffing and the safety and wellbeing of all children attending.
- Where a child receives one-to-one (1:1) support at school, they will also require one-to-one support while attending Holiday Camp. Parents/carers must notify our Inclusion Team by emailing inclusion@letsleap.co.uk at least 20 working days before the child's first day of camp, allowing sufficient time for appropriate support to be arranged. If we do not receive written notification at this email address within the required timeframe, the child will not be able to attend camp.
- Where one-to-one support is required, an additional charge of £160 per day will apply to cover the cost of a dedicated Activity Leader. This is charged in addition to the standard daily Holiday Camp booking fee.
- In some circumstances, Let's Leap may determine that a child requires one-to-one support at Holiday Camp even where they do not receive one-to-one support at school.

Toileting & Personal Care

- Parents/carers should provide accurate information about any toileting or personal care support their child may require before attendance.
- Where a child requires additional personal care support, this should be discussed with Let's Leap in advance so that we can determine what reasonable support can safely and appropriately be provided within the setting.
- Children aged 3 are welcome to attend where the location accepts this age group. To attend, children must be fully toilet trained, able to use the toilet independently and no longer require nappies or pull-ups.

Collection & Authorised Collectors

- Children will only be released to a parent/carer or an authorised collector recorded on the child's account, or to another person where appropriate authorisation has been provided to Let's Leap.
- Let's Leap may request identification or additional verification before releasing a child where necessary.
- Parents/carers are responsible for ensuring authorised collector information remains accurate and up to date.

Late Collection & Uncollected Children

- Children must be collected no later than the end time of the session or time slot they have been booked to attend.
- A late collection fee of £5 for every five minutes, or part thereof, will apply after the booked session end time.
- Outstanding late fees must be paid before further bookings can be made.
- Persistent late collection may result in Let's Leap reviewing or withdrawing a child's place.
- Parents/carers must remain contactable while their child is attending and must provide at least three appropriate emergency contact.
- If a child is not collected and we are unable to contact the parent/carer, Let's Leap will follow its safeguarding and uncollected child procedures.

Health, Illness & Behaviour

- Children should not attend if they are unwell or have a contagious illness.
- Following sickness or diarrhoea, children must remain away from the provision for at least 48 hours after the last episode.
- Children with chickenpox or any other infectious or contagious illness must not attend for the recommended exclusion period, in line with current school and public health guidance.
- If a child becomes unwell while attending, their parent/carer will be contacted and may be required to collect them promptly.
- Let's Leap is committed to providing a safe, welcoming and respectful environment for everyone.
- Persistent or serious incidents of bullying, aggression, unsafe behaviour or inappropriate conduct may result in a child's place being suspended or withdrawn.
- Serious or inappropriate behaviour towards our staff by a parent/carer may also result in future bookings being refused.
- Refunds or credits will not normally be provided where a child cannot attend due to illness, behaviour or exclusion.

Food, Allergies & Dietary Requirements

- Parents/carers must provide complete and accurate information regarding allergies, intolerances and dietary requirements before attendance and update this information immediately if anything changes.
- Families must follow any food and allergen requirements communicated by Let's Leap for the relevant location.

First Aid, Accidents & Emergency Treatment

- By booking, parents/carers acknowledge that children may participate in physical and recreational activities appropriate to their age.
- Let's Leap will take reasonable steps to manage risks and provide appropriate supervision.
- Where required, appropriately trained staff may administer first aid. Parents/carers will be informed of significant accidents or incidents in accordance with our procedures.
- Where urgent medical attention is considered necessary, Let's Leap may contact the emergency services and will make reasonable efforts to contact the child's parent/carer or emergency contact as soon as possible.

Clothing, Footwear & Weather

- Children should arrive wearing suitable clothing and footwear for the activities, facilities and weather conditions expected that day.
- Parents/carers are responsible for providing any items communicated as required for attendance, such as a refillable water bottle, appropriate outdoor clothing, sun protection or swimming equipment.

Personal Belongings

- Please avoid sending children in expensive or sentimental clothing, as Let's Leap cannot accept responsibility for lost items.
- Personal valuables such as mobile phones, tablets and other electronic devices are not permitted at camp unless expressly agreed with Let's Leap. Let's Leap cannot accept responsibility for any such items brought to camp.
- Any lost clothing we find will be available at sign-in throughout the camp week. Unfortunately, due to logistical limitations, we cannot store or transport unclaimed lost property once the camp has ended.

Payments

- The person making the booking is responsible for all associated session fees and additional charges.
- All outstanding balances must be paid when due.
- Failure to make payment may result in future bookings being suspended and appropriate steps being taken to recover outstanding amounts.
- The absence of a written or verbal payment reminder does not remove responsibility for payment.

Childcare Vouchers

- Childcare voucher payments will be credited to your account once the funds have been received by Let's Leap. Please allow up to 14 days for processing.
- Let's Leap is registered with most major childcare voucher providers. If your provider is not currently listed on our website, please contact milo@letsleap.co.uk.

- Where a new provider needs to be registered, bookings must continue to be paid for by card until the registration process is complete and voucher funds have been received.

Cancellation & Credit Policy

- Holiday Camp bookings can be cancelled up to 8 hours before the session begins to receive a full account credit.
- After-School Care bookings can be cancelled up to 15 minutes before the session begins to receive a full account credit.
- Bookings can be amended through your Magic Booking account by selecting Go to Booking > Amend Date(s).
- Cancellations made after the applicable notice period will not be eligible for credit. This helps us maintain appropriate staffing levels, ratios and operational planning.

Account Credits

- All eligible cancellations are returned as Let's Leap account credit rather than a cash refund. Account credit can be used towards future Let's Leap bookings and does not expire, giving families flexibility to use it when convenient.
- Where Let's Leap cancels a session, a full account credit will automatically be applied.

Our Right to Refuse or Withdraw a Place

- Let's Leap reserves the right to refuse a booking or withdraw a child's place where reasonably necessary, including for safeguarding, safety, behaviour, staffing or operational reasons.
- Sessions may occasionally need to be cancelled or amended because of circumstances outside our reasonable control, including facility closures, severe weather or unexpected staffing issues.
- Where possible, families will be given reasonable notice of any significant changes.

Liability

Nothing in these Terms & Conditions excludes or limits any liability that cannot lawfully be excluded or limited.

Subject to applicable law, Let's Leap cannot accept responsibility for:

- Loss of or damage to personal belongings.
- Issues arising from medical conditions, allergies or other relevant information that have not been disclosed to us.
- Sessions missed because of illness, absence or circumstances outside Let's Leap's reasonable control.

Changes to These Terms

- Let's Leap may update these Terms & Conditions from time to time to reflect changes to our services, procedures or legal requirements.
- The latest published version will apply to bookings made following publication of the updated terms.

Governing Law

- These Terms & Conditions are governed by the laws of England and Wales.
- Any dispute arising in connection with these Terms & Conditions will be subject to the jurisdiction of the courts of England and Wales.
- No delay or failure by Let's Leap to exercise or enforce any right under these Terms & Conditions will constitute a waiver of that right.



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Contact

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