

The Farm (Childminders)

Terms and conditions



Aurora Family (The Farm) T&C's provide clear guidelines on what you can expect from us and what we in return expect from you.

Childminders attending sessions are responsible for the children in their care regarding administering First Aid, child and adult ratios and Ofsted registration.

Payment for Sessions

Payment in full at the time of booking by BACS transfer is required to secure your session. For bespoke sessions contact us to discuss your requirements.

For our 6 weeks courses we require 25% deposit with the balance payable 4 weeks before the course begins. In the event that the BACS transfer balance payment is not made one calendar month before course date the booking will be cancelled. If there is any reason that the balance will not be paid on the payment due date please contact us to discuss the situation.

Insurance

The Farm has full Public Liability Insurance. Please be aware that activities take place over rough natural ground and although we take every precaution to ensure safe play, accidents may occur. The staff are all First Aid Trained, DBS checked, and we risk assess our site and put boundaries in place to ensure a safe experience for the children. Be prepared that your child will sometimes come home muddy and wet, but they will have had a great day!

Cancellation by The Farm

The Farm sessions take place in all weathers, except those considered to pose an adverse risk. For example, high winds or thunderstorms. In such an event the session will be rearranged or an alternative session will be offered. If you are unable to attend the alternative session you will forfeit the money paid.

If The Farm has to cancel due to illness or unforeseen circumstances, then the session will be rearranged or a place on an alternative session will be offered. If you are unable to attend the alternative session offered, you will forfeit the money paid.

In the unlikely event that an alternative session cannot be offered you will receive a full refund

Cancellation by Parent/Carer

Cancellation for Sessions

No refunds will be made for non-attendance or cancelled attendance at any sessions regardless of the reason. No refunds will be made for non-attendance or cancelled attendance at any session that is part of a block booking regardless of the reason. Refunds may be considered in exceptional circumstances and is at the discretion of the Farm Leader.

Medical, Activities and Photography consent Forms

All forms must be completed, signed and returned by email or post at least 48 hours before the commencement of The Farm session you have booked. We require any changes to the information submitted on the medical/consent forms to be shared with us to ensure the comfort and safety of all attendees. Please also apply insect repellent and sun cream lotion to your child before the session starts. Our staff are not authorised to apply lotions so please ensure it is applied previously. We do not provide kits, so please ensure you have all you need in time.

Inhalers/EpiPen's/insulin dependents

If you, your child or a child attending The Farm organised by you requires any of the above, then the medication must be brought to the session for use in case of an emergency by the parent/carer of the child, a First Aider or Medical Emergency personnel. PLEASE NOTE: If a child arrives for a session without their emergency medication then the Farm Leader reserves the right to refuse entry to the session. This is for the protection of both the child and staff/volunteers.

If a child is refused entry to the session to not having their correct emergency medication no money will be refunded for the session.

Sickness

Please do not bring your child to attend The Farm if he/she has been sick or has had diarrhoea within the previous 48 hours. We do wish your child a speedy recovery. If your child has either of the symptoms whilst at The Farm, we will call you so you can collect your child.

Food

If the session involves a BBQ please let us know of any dietary requirements/allergies at time of booking.

Toilets

We do have a toilet and hand washing facilities at the hut - rustic style! We do expect your child to be able to attend the toilet without adult supervision. We have limited changing facilities on The Farm please take this into account when booking.

No Mobile Phone Zone

The Farm sessions are a NO mobile phone zone for all attendees. This is your turn to switch off ! The Farm Leader will always carry a mobile phone for emergency situations and to take photographs/short videos.

What to wear on The Farm

“There’s no such thing as bad weather, just poor kit”.

Suitable clothing, for the environment and the weather are essential when visiting The Farm both for your comfort and safety. The following checklist has been prepared to help you and your children:

Suitable clothing

- Long sleeved T-Shirt or shirt
- Fleecy top or jumper
- Long trousers
- Socks that stay up inside wellington boots
- Wellington boots or waterproof shoes/boots
- Waterproof coat
- Hat
- Gloves

Unsuitable clothing

- Short sleeved T-shirts; bare arms can get stung by nettles
- Shorts; bare legs can be scratched and stung
- Leggings; too thin to provide proper protection from brambles/nettles
- Sandals

- Crocs or similar type footwear are not allowed