

Hertfordshire's Holiday Activity Programme



HAPpy: Holiday Activity Programme Terms and Conditions

By making an activity booking for the HAPpy: Holiday Activity programme; parents, carers and guardians agree to the following terms and conditions:

1. Eligibility

- Bookings are subject to the eligibility criteria set out by the Department for Education for the HAPpy programme.
- It is the responsibility of the parent/carer to ensure that their child meets the eligibility requirements of both the programme and that specific activity before making a booking.

2. Accuracy of Information

- Parents/carers must provide complete, accurate and up-to-date information about their child during the booking process.
- This includes, but is not limited to:
 - Medical conditions and allergies.
 - Dietary requirements.
 - Special Educational Needs and Disabilities (SEND).
 - Behavioural, emotional or communication needs.
 - Any support, adaptations or reasonable adjustments that may be required.
 - Emergency contact details and collection arrangements.

3. Ongoing Review of Child Information

- Parents/carers are responsible for reviewing their child's information regularly and ensuring that it remains accurate.
- If any details change after a booking has been made, parents/carers must update the booking record and inform the activity provider as soon as possible.
- Failure to provide or update important information may affect the activity provider's ability to safely support the child and may result in the booking being reviewed or, in exceptional circumstances, cancelled.

4. Communication Regarding SEND and Additional Needs

- It is the responsibility of the parent/carer to provide full and accurate details of any SEND and/or additional needs that a child might have. Failure to provide this information could result in a child having their place cancelled.
- Where a child has SEND or additional support needs, parents/carers agree to engage in discussions with the activity provider before attendance if requested.
- These conversations help activity providers understand individual needs, carry out appropriate planning and make reasonable adjustments to support the child's participation.
- Activity providers in very rare circumstances might have to cancel a booking should they feel that they are not able to provide a safe environment for a child as

they are unable to meet their needs or because the venue is not suitable for that specific child's needs.

- Parents/carers understand that delivery providers funded through this programme are not able to provide specialised 1:1 or personal care support at any time.

5. Attendance and Cancellations

- Parents/carers should only book sessions they intend their child to attend.
- If a child is unable to attend, the booking should be cancelled as early as possible to allow another eligible child the opportunity to participate.
- Repeated non-attendance or failure to cancel unwanted bookings may be taken into account when managing future bookings.

6. Health and Safety

- Activity providers reserve the right to refuse attendance if they believe they cannot safely meet a child's needs based on the information provided and/or not provided at the time of the booking.
- Activity providers will make reasonable adjustments wherever possible to support participation.

7. Collection of Children

- Children must be collected promptly at the agreed finish time by an authorised adult unless alternative arrangements have been agreed with the provider.
- Late collection can result in authorities being made aware and/or future bookings with the activity providers and others being cancelled.
- Parents/carers must ensure that emergency contact details remain current throughout the programme.

8. Photography and Data Protection

- Any use of photographs, videos or personal information will be managed in accordance with the activity provider's privacy policies and applicable data protection legislation.
- Appropriate consent has been (at the time of booking) or will be sought where required.

9. Behaviour Expectations

- Children are expected to behave in a manner that supports a safe and positive environment for all participants.
- Activity providers will work with families to manage behaviour appropriately but reserve the right to withdraw a place where behaviour presents a risk to the child, staff or other participants.

10. Acceptance of Terms

By completing a booking, parents/carers confirm that:

- The information provided is accurate and complete to the best of their knowledge.
- They will regularly review and update their child's details as necessary.
- They understand that accurate information is essential to enable providers to plan effectively and deliver a safe, inclusive and enjoyable experience for all children.