



## Rama Life CIC Terms and Conditions

**This document is a basic summary of our policies - please see our individual policies for more details on each point. [www.ramalife.co.uk/policies](http://www.ramalife.co.uk/policies)**

1. Although every effort will be taken to ensure all the activities take place, Rama Life CIC reserves the right to cancel at any time.
2. To guarantee your child's space, online checkout must have been completed and payment must be made in full by 28 days before the session.
3. Canceling your booking:  
28 days or more, from the start of the week your booking falls within: A full refund will be given, minus a 10% administration fee.

14 - 27 days, from the start of the week your booking falls within: A credit note for 100% of the booking will be issued, minus a 10% administration fee.

8 - 13 days, from the start of the week your booking falls within: A credit note for 50% of the booking will be issued.

If you cancel in 7 days or less, from the start of the week your booking falls within, no refund or credit note will be issued.

Please note that the Monday of the week you have booked within is day 0, the Sunday before is day 1 and so on. Therefore if you wish to cancel outside of 7 days, you must contact us by the Sunday of the week before (eg 8 days before the start of your booking week).

5. Young people need to be signed in and out at the start and end of each session and we ask that you collect and drop off on time. If you are running late at the start or finish please phone us on 01460 510042. You may be charged for collecting late - please read our uncollected child policy.
6. Due to our morning leaders meeting, we cannot accept young people until the advertised start time.
7. If your young person is aged 12 or over, they may be able to arrive and leave without an adult, by prior agreement. This will include an email confirmation with follow up phone call to the parent. We withhold the right to refuse this for any reason.
8. Participants are the responsibility of parents and guardians until they reach us and they are no longer our responsibility once they have left the premises or agreed meeting point at the end of a session.
9. It is the parents/guardians responsibility to provide a packed lunch and re-fillable drinks bottles. If a child has forgotten their lunch we will try and contact you. If we cannot get hold of you or you are unable to provide food, we will endeavor to do so at a charge of £20.
10. We have no refrigeration facilities for storing food, so please keep this in mind when preparing

your child's packed lunch. Lunch boxes, drinks bottles and clothing need to be clearly labeled.

11. Please ensure young people arrive with appropriate clothing for the weather (layers for winter, sun hat and sun cream for hot days). Staff will encourage the children for both the use and application of these. If the session requires additional clothing for walking etc you will be informed on booking.
12. Children are responsible for all clothing and personal possessions brought to sessions. Rama Life CIC accepts no responsibility for items lost or damaged during our sessions. Mobile phones are not permitted to be used at any time – young people can have them stored, switched off in a zipped bag but Rama Life CIC cannot take responsibility for them. This also applies to any device which can take photographs, record sound or access the internet including smart watches.
13. It is the responsibility of the parent/guardian to inform Rama Life CIC of any medical/dietary conditions that a young person may have using our online system or by speaking to staff on drop off if it is a new condition. If your child has a severe allergy please make us aware of this on drop off so we can ask for further information. Every effort will be made to accommodate this but we cannot guarantee that no allergens will be present.
14. If any young person does require the administration of medication during their session then they must be provided by the parent/guardian with a written explanation of when/how the medication should be administered and permission to do so.
15. Any participant that has had vomiting or diarrhea within 48 hours of a session must NOT attend. If your child is generally unwell please do not bring them to a session. If your child is taken ill whilst with us, you will be contacted and asked to collect them as soon as possible or to arrange for someone else to collect them (their name will need to be given to us ahead of collection). It is very important that Rama Life CIC be informed of confirmed cases of head-lice and threadworms or any other contagious diseases.

In the event of Rama Life CIC needing to call an ambulance for a participant we will do our best to have an adult accompany them – if this is not possible due to safeguarding the main session, they will need to travel alone under the care of the ambulance crew.

16. Two emergency contact numbers must be provided for all participants and it is the responsibility of the parent/guardian of the young person to update this on the registration system.
17. By booking with us you are agreeing to our terms and conditions and providing permission for the named participant to take part in the activities involved within that session.
18. Photography may be taken for publicity purposes and permission will be requested on registration. It is the parents/guardians responsibility to update the registration system with any changes.
19. Rama Life CIC reserves the right to withdraw its services if a participant is disruptive or aggressive in a manner which poses a safety risk to other attendees or staff. Staff will make every reasonable effort to resolve any issues and encourage participants to discuss problems and resolve differences, but if matters do not improve or in the case of extreme behaviour, Rama Life CIC will ask for the participant to leave (or be collected if under 18). In this case, any fees paid will not be refunded. The decision of Rama Life CIC is final.
20. If a parent or guardian is aggressive or rude to our staff or a child within our care, this behaviour will not be tolerated and Rama Life CIC reserves the right to withdraw its service. No refund of fees will be issued for that session. Any future sessions already paid for will be

treated as if canceled (see point 5).

21. Rama Life CIC operates on a minimum ratio of 1 adult to 10 young people. There will be a minimum of two adults present at all times (see our safeguarding policy for further details). Should a participant require a 1:1 ratio, they may attend the session in the normal way accompanied by a carer supplied by the participant - this is subject to them holding a Enhanced DBS on the live update system, have up to date safeguarding training and be able to provide a reference.
22. Rama Life CIC reserve the right to change these terms and conditions, or any of our other policies at any time and will ensure that the most up to date policy is available on our website.
23. By booking with Rama Life you are agreeing to all of our policies, available at [www.ramalife.co.uk/policies](http://www.ramalife.co.uk/policies). This location contains details of how to complain.

This policy was adopted by: Rama Life CIC	Date: 10th October 2023
To be reviewed: 1st Feb 2024	Signed: Jenn Hodge Managing Director