

**Monstrous Fun Terms and Conditions:**  
**Monstrous Fun is operated by MET Living Ltd.**  
**New Road, Impington Cambridge CB24 9LX**  
OFSTED Registered



### **Booking information**

At Monstrous Fun we offer a full day (8.30am–5.30pm).

### **Cancellation**

We require a minimum of 14 days' notice to cancel any session or you will be charged the full amount. (6 – 1) days prior to club commencing no refund can be given unless a medical form is provided. In the event of club closure due to power fault, severe weather conditions or any other condition, a credit note will be provided.

Payment must be made on booking at Reception. We do not accept Childcare vouchers. Monstrous Fun is open between the hours of 8:30am and 5:30pm Monday until Friday, during all school holidays throughout the year excluding bank holidays and certain days over the Christmas break. Sessions are limited and adult:child ratios are strictly adhered to so it is best to book early to avoid disappointment.

### **Early drop off/Late collection**

We are unable to accept children prior to 8.30am and you must collect your child(ren) on or before the end of the session you have selected; if we do not adhere to these ratios our insurance is invalidated and the care of your child(ren) could be compromised. A charge will be payable for late collection of your child(ren), this is £5.00 per 15 minutes per child and will be added to your child's membership account.

### **Personal Details**

We require up to date information on each child, it is your responsibility to ensure this information is correct each time you book with Monstrous Fun. Please ensure we are informed of any changes of address, telephone numbers, place of work or email addresses, so that our records are accurate.

### **Photography / Videography**

We may take photographs and videos of the children enjoying the various activities in Monstrous Fun. These may be used for staff training and in promotional literature, newspapers and on the website/company social media platforms. Children's names will never be associated with these photographs. You must inform us if you do not wish your child's photos to be used in this way.

### **Alternative collectors**

Monstrous Fun must be informed if anyone other than yourself will be collecting your child. Please bring in and introduce new carers if possible or ask them to provide I.D and a password. We will hold a daily register and your child will have to be signed in and out of Monstrous Fun by the parent/carer dropping off and collecting. We will not allow a child to leave Monstrous Fun with anyone else unless we have prior consent from the parent/guardian. Once signed out of Monstrous Fun your child becomes your responsibility.

### **Sickness**

Sickness If your child is ill or has an infectious disease we ask, for the health and welfare of all the children and staff attending Monstrous Fun that you do not bring them in. In the event of illness occurring whilst the child is at Monstrous Fun we will contact you to collect them. If your child becomes ill during the day and is sent home you will be charged for the Monstrous Fun session. We cannot re-admit a child until 48hrs have passed with no signs of sickness or diarrhoea. Any period of sickness will be charged for in full.

## **Medicines**

We are unable to administer medication without consent. Please inform us if your child requires any form of medicine, we will require you to meet the terms of our medication policy as publicised.

## **Accidents**

If your child is hurt whilst at a Monstrous Fun setting we will record details on an incident report form. You will be asked to sign the form as confirmation that you have been advised of the accident. Should your child arrive at Monstrous Fun with any unusual bruising or other injury that we do not already know about, you will be asked to record details at registration.

## **Behaviour Management Policy**

Monstrous Fun believes that children will flourish best in an atmosphere of mutual respect and encouragement. We concentrate on encouraging good behaviour and ensuring children enjoy their time at the activity club. Staff will treat children with respect. Should the positive atmosphere of the activity club be compromised by disruptive or inappropriate behaviour, our staff will explain to the child why it is unacceptable. If the problem cannot be resolved, staff may have no choice but to contact the parent/guardian accordingly. Our staff will make you aware of any issues that have occurred.

## **Safeguarding**

The children are our main priority and we have a responsibility to the children in our care to keep them safe from harm and to report any injuries that are not adequately explained or if any allegations are made. If this is the case, the Monstrous Fun safeguarding co-ordinator will follow the Local Safeguarding Children's Board Procedures. Our Safeguarding policy is available on our website.

## **Equal Opportunities**

Monstrous Fun is open to all children regardless of colour, creed, race, culture, ability or disability. Please ask to see our Equal Opportunity Policy for further information.

## **Complaints**

We are confident that your child will have a fantastic time at Monstrous Fun but if you are not entirely satisfied with any part of your experience please don't hesitate to get in touch with us. We will work hard to resolve your situation.

## **Policies**

All Monstrous Fun policies are available on our website. If you have any questions or concerns regarding our policies please contact the Operations Manager via email: [Sportscentre@ivc.tmet.org.uk](mailto:Sportscentre@ivc.tmet.org.uk)

## **Staff**

All staff employed at Monstrous Fun undergo an enhanced DBS check with the Criminal Records Bureau and are reference checked in line with our Safer Recruitment Policy.

## **Privacy Notice (How we use customer information)**

The Morris Education Trust is classed as a 'Data Controller' under the Data Protection Act 1998 and the General Data Protection Regulation 2016 (GDPR). The Trust is registered with the Information Commissioner's Office and follows the principles of the GDPR. This privacy notice covers all customers of the Morris Education Trust including Monstrous Fun.

**Liability**

Monstrous Fun accepts no responsibility for any loss, damage, injury or costs incurred during attendance at Monstrous Fun. Our public liability insurance provides cover of up to £5 million. A copy is on display at reception.

**Personal Property**

Monstrous Fun accepts no responsibility for loss or damage to personal property however it may be caused during time at Monstrous Fun.

(Monstrous Fun terms and conditions are correct at the time of booking. The management reserve the right to change the contract conditions at any time. These will be published and up to date for agreement at the time of booking).

**Updated - October 2019**