



**Making life better for kids, making kids better for life.**

## **Terms & Conditions**

These are the terms & conditions governing all bookings with Future Stars (Scotland) Ltd. (hereinafter 'Future Stars')

### **Booking Terms & Conditions - Holiday Activity Camps**

- \* Upon receipt of any booking, Future Stars will confirm a final balance and contact you in writing with this total.
- \* Payment for camp should be made in advance or on the first day of attendance. Payments can be made in instalments in advance but the final balance must be paid by the first booked day. Your child's space will not be confirmed until payment is received.
- \* All booked sessions are chargeable regardless of attendance, and apply throughout the year unless advanced notice is given for non-attendance. Cancellations require at least 24 hours notice. All bookings that are cancelled with more than 24 hours notice can be transferred to an alternative day without additional charge.
- \* Refunds for unused sessions will only be given as a credit note for Future Stars Camps, Events or Classes. This credit note cannot be used for After School or Birthday Parties.
- \* In the event of a session being cancelled by Future Stars due to circumstances out-with our control, all children will be offered an alternative activity. If this is not suitable a full refund will be given for any payments made in advance.
- \* All cancellations or amendments to your booking can be done by phone, text or email (to [info@future-stars.co.uk](mailto:info@future-stars.co.uk)). The contact numbers for the Camps are contained within the information pack you receive prior to each week at Camp.
- \* Future Stars reserves the right to refuse any bookings in the event of the applicant having an outstanding debt from previous sessions.

### **Payment Information**

Payment may be made by the following methods:

**Bank Transfer:** Please instruct one-off or standing order payments via your internet banking platform to the following account:

Bank: Royal Bank of Scotland  
Sort Code: 83-22-26  
Account Number: 00643675

Please use the following as your reference: 'your surname/camp'

**Childcare Voucher:** We have an account set up with a number of Childcare Voucher providers. Please let us know if you plan to make payments by this method. We can inform you of our reference and account numbers for these. If you are searching for us with your voucher provider, our service registration number allocated by the Care Inspectorate is CS2014334446 and we are listed as 'Future Stars at Bilco's (F.A.B) Out of School Club'.

**Debit/Credit Card:** We are able to take card payments at the front desk of our Activity Centre in Hamilton only. You will receive a receipt for all payments made at the front desk and you should keep these for your records. If you are attending the Bothwell Centre but wish to pay by card, you can do so in person at the Hamilton Centre.

**Cash:** Payments by cash should be made to the Camp leader at both Hamilton and Bothwell. The leader for each venue will be stated in your pre-camp information pack.

**Cheques:** Please make cheques payable to "Future Stars (Scotland) Ltd.", and write your child's name on the back of the cheque.

(continued..)

**Future Stars (Scotland) Ltd., Argyle Crescent, Hillhouse Industrial Estate, Hamilton, Lanarkshire, ML3 9SL**  
**T: 01698 200020 M: 07803 135635 E: [info@future-stars.co.uk](mailto:info@future-stars.co.uk) W: [www.future-stars.co.uk](http://www.future-stars.co.uk)**  
**Company No: Sc356658 VAT No: 227 1248 26**

**After School \* Activity Camps \* Clubs & Classes \* Parties & Events**



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### Payment Terms

\* Future Stars reserves the right to suspend or cancel attendance if payments fall below the equivalent of 4 week's fees. If necessary, Future Stars will take legal action to recover a debt, and will pass on all fees incurred to the client, together with a £50.00 recovery fee.

\* We can only accept voucher payments equal to or less than your regular monthly fee. We are unable to refund any surplus funds. If your account is in credit, we will ask you to stop payments until any excess amounts are used up.

\* All queries regarding invoices or payments should be directed to the Future Stars administrative team by email at [info@future-stars.co.uk](mailto:info@future-stars.co.uk) or by calling 01698 200020.

### General Information

**Prices:** All prices quoted are inclusive of all activities contained on the schedule. Prices are set in advance and Future Stars will make every effort to ensure that the price quoted for any of our services is honoured. However, Future Stars reserve the right to alter any price as required where additional unforeseen costs arise beyond the control of Future Stars.

**Advance notice of non-attendance:** Parents are asked to provide advanced notice of any occasion where their child will not be attending any particular session. Contact with the staff should take place by 9.00am on the day in question. This can be done in advance by speaking directly to the staff or by calling the Camp Leader. Refunds will be granted at the discretion of the Manager. This also applies to late arrival as the schedule for the day may involve a trip or the group leaving the building. Refunds cannot be given if children booked in a trip are not at the meeting point at the stated time of departure, unless advance notice is given of non-attendance. We understand that situations can arise that don't make this possible, but persistent failure to report a non-attendance may result in a suspension or exclusion from the service.

**Data Protection:** The personal information requested on our information and registration forms is required to enable Future Stars to deliver its services. The information will not be passed on to a third party without your express permission. It is the parent or guardian's responsibility to update Future Stars with any changes in personal information including contact details, emergency contact numbers and medical information.

**Liability:** Future Stars does not accept any liability for personal injury or the death of any service users unless caused by the negligence of Future Stars or its employees. Future Stars do not accept any liability for the loss or damage of any property belonging to participants.

**Policies & Procedures:** A copy of the services Policies and Procedures is available to view at any time on the company's website. These can be found on the menu under the Out of School banner at [www.future-stars.co.uk](http://www.future-stars.co.uk). These documents are reviewed regularly and ensure that the service is meeting the requirements laid out by the associated governing bodies.

**Concerns and Complaints:** Should you have any concerns regarding your child's time in the service, please in the first instance, discuss these with the Supervisor. If you are not satisfied with the action taken, please contact the Business Manager. This can be done by email at [info@future-stars.co.uk](mailto:info@future-stars.co.uk) or by calling 01698 200020. Any complaint regarding any aspect of Future Stars services must be made no later than 72 hours after the incident giving rise to the complaint. We will investigate your concern and will respond within ten working days. A copy of the complaints procedure is contained within our policies and procedures (see above).

**Exclusion:** Future Stars reserves the right to refuse or exclude any individual, at any time, prior to, or during the delivery of childcare services if, in the opinion of Future Stars, that individual is incompatible with the general wellbeing and safe running of the service. In this instance, no refund will be given and any costs incurred, including any damage, will be passed onto the individual's parent or guardian. Parents/guardians will be responsible for the collection of the individual or for all transport costs in connection with that individual returning to their home address.

(updated February 2018)

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