Kidz Zone Club

Coronavirus Policy (Covid-19)

Dear Parents/Guardians

Firstly we hope you and your family are well during these challenging times.

As I am sure you're aware there have been Government discussions about schools closing due to the coronavirus (Covid–19); if this happens it will directly affect Kidz Zone Club and our services to parents.

Whilst we aim to continue to operate business as usual, we would like to make you aware of our contingency plans for the short term and also if schools should be closed. With the above in mind our policy will be:

Contingency plans – short term:

Breakfast and after school clubs;

- We will be unable to accept children into club who are showing symptoms, and we would ask that you keep children at home who are unwell. If your child is showing symptoms during club you will be notified at first instance and we will also inform the school.

- Staff will continue to follow best practise for washing hands and general hygiene at the school clubs.

- Clubs will continue to open unless we are otherwise advised. However, if and when our staff or their families are required to self -isolate, we will need to review our staffing levels every day to ensure that we can open safely. Our staff have completed 'lone working' training so we can operate with a single staff member at each site. However, if a number of staff are required to self-isolate and we are therefore unable to open, we will communicate this at first instance via the following channels – via Email, text and our website. We also inform the school at first instance.

- After school 'active hours' – Due to the potential 'food shortage' in the supermarkets and risk prevention 'food fun & cooking' active hours will be replaced with 'fun games and arts and crafts' effective of the **16th March 2020**. Please note there may be adjustments made to the daily 'active hour' activities should our staffing levels be affected **(in this instance no refund will apply).**

- Club food; there may be some adjustments to the usual food served at breakfast and after school clubs – should there be a knock-on effect of what is available in the supermarkets.

Refunds and cancellations made by the customer:

Please note our existing terms and conditions as agreed to upon booking;

Cancellations and Refunds
To cancel contact the Kidz Zone Head Office either by email - hello@kidzzoneclub.com - or call on 01525 630199.
Refund policy: Applies to all bookings
- 5 Days or more notice of the booking date – 100% refund via original payment method
- Less than 5 days notice of the booking date – No refund - Account credit maybe issued at the discretion of Kidz Zone Club as refunds for unplanned absences, including a child's illness, can only be given in exceptional circumstances, at the discretion of KZ, as running costs are still incurred. Booking is deemed acceptance of these terms.

As you know we are very flexible with cancellations, booking alterations and account credits as we like to show our customers 'good will' whenever possible; however under the current climate we will be unable to offer **any** 'account credits' for cancellations or booking alterations with less than 5 days notice of the booking date as it's vital we can cover our operating costs during this challenging period to keep our clubs open. We will adhere to this part of our existing terms and conditions effective from **Tuesday 17th March 2020** as we appreciate you may want to make changes to your bookings upon receiving this update.

School Closure Policy:

Breakfast and after school club bookings; any bookings that fall within dates the schools are closed or we are unable to operate we will issue a 100% account credit which will be stored on your account with Kidz Zone Club; this amount will be deducted from any future bookings you make, once schools open and we are operating again.

Holiday club bookings; if we are unable to run holiday clubs due to school closures or any other reason we will issue a 100% refund via the payment method you used at the time of booking.

Finally we would like to thank you for your continued support at this time.

Best wishes

Kidz Zone Team

www.kidzzoneclub.com

hello@kidzzoneclub.com

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