

Holiday Club Directions, Checklist & Terms and Conditions 2024



Drop off & pick up point - the Glebe Field by the Maryculter Trinity Church/Scout hut accessed from The Meadows. Please ensure your child/young person is dressed and ready to leave the field for 9.30am. Pick up is at the Glebe Field at 3.30pm

Checklist:

Please ensure each child wears or brings the following:

- waterproof jacket
- waterproof trousers
- long sleeved top
- long trousers (no shorts)
- jumper/fleece
- hat and gloves (April/Oct)
- midge spray
- full set of spare clothes
- wellies or boots
- cosy socks
- packed lunch – bear in mind that appetites often increase playing outdoors all day. We will provide an afternoon snack.
- water bottle and/or hot drink – please ensure your child has plenty to drink.

Remember...

- A few layers are advised as the temperature can vary during the day and in different parts of the woods.
- **Check your child for ticks after each session and remove as soon as possible**
For details visit www.lymediseaseaction.org.uk/resources/to-download/
- Any queries, email holidayclub@muckyboots.org

Directions:

- The holiday club takes place in Maryculter Woods, Aberdeenshire.
- Children are dropped off and picked up from the Glebe field beside Maryculter Parish Church.
- What3Words for the car park: bunch.lifestyle.timed
- Please be aware, parking is limited so be considerate towards the local residents who will need access to their driveways.
- If you are running late or need to contact us for any reason call the **Mucky Boots Woods Phone - 07376 225989.**

Terms and Conditions

All bookings will be confirmed by email once payment and registration form have been received. Your booking is provisional until you have received the confirmation email.

Cancellation by Parent/Carer

Please email us as soon as possible if you wish to cancel or change your booking, subject to availability to: admin@muckyboots.org

The following charges will be made for cancellations for any reason:

- Places cancelled up to one week before the holiday club date = no charge
- Places cancelled less than one week before = 50% of fee due
- Places cancelled on the morning = 100% of fee due
- Child leaving session early due to sickness = 100% of fee due

Absence/Late Arrival

Please phone to let us know as early as possible if your child is going to be absent or late.

Mucky Boots Woods Phone - 07376 225989.

A full day fee will be charged regardless of arrival time.

Late Pick-up

Holiday Club runs 9.30am to 3.30pm. All children **MUST** be collected by 3.30pm. If for any reason you are detained and unable to collect by the designated time, please call us as soon as possible on **Mucky Boots Woods Phone - 07376 225989**. Children cannot be cared for outwith the stated hours.

Payment for sessions

Payment is taken via Bookwhen booking system using a debit or credit card. Payment can also be made offline via BACS, or with childcare vouchers.

If you wish to use childcare vouchers, please select this as a payment option. We accept Sodexo, Computershare, Edenred and Kiddivouchers. Our Care Inspectorate Service Number is:

CS2016349631

Cancellation or Early Closure due to Adverse Weather

Weather forecasts have improved enormously over the years, and our knowledge of how various weather systems will impact us has increased with time and training. However, there will be times when it simply isn't possible for us to safely run a session, and we may have to make this decision at short notice. We will always aim to give as much notice as possible if we have to cancel a session, and this will only be done after careful consideration.

When weather forecasts allow, we will give as much notice as possible of cancellation. In the rare event that Mucky Boots has to cancel sessions, the following refunds will apply:

- Sessions cancelled up to one week before the holiday club date = full refund
- Sessions cancelled less than one week before and on the day = 50% refund

We do not offer alternative provision of service when holiday club sessions have been cancelled, or cannot go ahead due to unsafe conditions in the woods. Refunds are at 50% to allow Mucky Boots to cover its staffing costs.

If we need to close early due to, for example, uncontrolled fire or deteriorating weather, the following procedure will apply:

- In the first instance we will send a text message to all parents to inform you of the situation.
- If we have informed you that your child needs to be collected early, please contact us via **text message** to confirm collection arrangements for your child as we need to keep our phone line clear in case of emergencies.
- If we have not heard from you within a reasonable amount of time, we will telephone the emergency numbers you supplied us with on the registration form.
- At all times, the safety of the children is our main priority.