



STEMAZINGKids Club - Terms and Conditions

These are the terms and conditions agreed between you ("You, "Your") and STEMAZING ("we", "our", "us") in relation to the registration and attendance of the child (or children) ("participant") whom you have registered for a STEMAZINGKids Club session or sessions (STEM session).

1. Booking and payment

1.1. Bookings and payments are usually made through our website www.stemazingltd.com or directly to STEMAZINGKids CIC and will be confirmed by email. STEMAZING does not accept payment by voucher, cash or cheque.

1.2. Free sessions, such as pro bono activities, or sessions delivered through the STEMAZING Inspiration Academy may be booked and organised independently. These terms still apply for any sessions delivered by STEMAZING staff or volunteers.

1.3. STEMAZINGKids clubs are normally booked in groups of sessions in blocks stated on the website. One-off STEMAZINGKids sessions may be booked in some circumstances.

1.4. STEMAZING allocates children to places on a first come, first serve basis.

1.5. The number of places available per after-school in person clubs is limited for quality control purposes - we apologise in advance for those we turn away after the club is full.

1.6. Customers can register on a waiting list if the club is full. If a place becomes available, the parent/guardian of the first child on the waiting list will be contacted and offered the available place. The place will be reserved for that child for two days. If there has been no communication from the parent/guardian, the available place will be offered to the second child on the waiting list and so on.

1.7. STEMAZING will consider requests from parents regarding free/subsidised places for children in receipt of Free School Meals or Pupil Premium. These requests must be submitted by direct message to stemazingkids@gmail.com.

1.8. For online STEMAZINGKids club booking, your child's information is not required. Details of the person making the booking will be recorded for information about STEM sessions and future Stemazing information of relevance.

1.9. For face to face clubs, all participant information must be completed in full and must be correct at the time of registration. It is your responsibility to ensure that we have a contact number for you (or the participant's parent or guardian if this is not you) in case of emergency at any time during the STEMAZINGKids School Club. If you are not the participant's parent or guardian, you confirm that you have made such parent or guardian fully aware of this registration and these terms and conditions (and that they have agreed to them in full).

2. Cancelling your booking

2.1. To cancel your child's place and receive a refund for the course of clubs you have booked, you must inform us by email at least 14 days before the first date that the course of clubs is due to start.

2.2. Single sessions due to appointments/absence/events etc cannot be refunded.

3. Cancellation

3.1. Only in exceptional circumstances we may have to cancel particular sessions.

3.2. In this event, we will notify parents/guardians of children booked onto the STEM club as soon as possible. We will always try to offer a suitable alternative if one is available or offer a refund of that event or a credit towards STEMAZING Kids clubs.

3.3. For face to face clubs, in the event that a session is unable to go ahead due to cancellation by the school we will do all we can to reschedule as soon as possible. Parents will be kept informed of these changes by email or text. If we are unable to set a replacement date, we are unable to supply a refund.

4. Timings

4.1. Please refer to your booking for confirmation of timing. It is your responsibility to ensure your child is at the STEM club on time.

4.2. For face to face clubs, all children must be collected by the scheduled finishing time.

4.3. If for any reason you are detained and unable to collect your child by the scheduled finishing time, we ask that you contact us as soon as possible.

4.4. We reserve the right to refuse future bookings from parents who continually collect their child late.

5. Face to face Club collection personnel

5.1. Only the parent/guardian or other named collectors on the booking form can collect the named child.

5.2. If someone else is to collect the child, the parent/guardian should contact us as soon as possible with the details of the temporary allocated collector i.e. full name and phone number.

6. Parental requirements

6.1. For face to face clubs, if your child needs to bring a snack to the after school club, there should be no nut products contained. We have a no sharing food policy due to possible allergies.

6.2. For online clubs, it is essential for an adult to be present at all times in the room with the child for the duration of the online club. It is the adult's responsibility to ensure the child behaves appropriately during the online club and that the background in view is appropriate. It is at the parent/guardian discretion whether to have the video feed on or off. For further information on this, please see our Safeguarding Policy.

7. Insurance





7.1. For on-premises clubs all children in our care are covered by our Public Liability Insurance.

7.2. For online clubs, the children are not the responsibility of the person delivering the STEMAZINGKids session, they are the responsibility of the adult in the room with the child. All sessions have been risk-assessed to minimise any potential harm or damage to individuals or property, but it is the responsibility of the adult present with the child to ensure the child carries out the activities safely. We will not be liable for any harm or damage caused as part of these activities.

8. Health policy

8.1. For face to face clubs, STEMAZING requires that all children who are ill or infectious are to be kept at home.

9. Face to face first aid

9.1. In the event of an accident, first aid will be administered to the child in our care by the designated first aider in the school and the emergency services will be called if necessary.

9.2. If your child requires an EpiPen please disclose this on the booking form. STEMAZING will then consult with the school and the parent regarding the arrangements.

10. Photography and video

10.1. For online clubs no photography or recording of the session is permitted by the STEMAZING staff or volunteers. If the adult responsible for the children takes photos/videos and is content to share these with the STEMAZING staff or volunteer, then that is acceptable.

10.2. For face-to-face clubs, we will occasionally take photographs/videos of children doing their STEM activities to keep you informed about what they are doing.

10.3. Photos or videos of children taking part in STEMAZING activities (both in-person clubs and online clubs) will only be used for marketing purposes with written consent from the adult responsible for that child/children.

11. Face to face club participant use of mobile phones and electronic devices

11.1. If you wish for your child to carry a mobile phone and they are seen using it inappropriately, the instructor will confiscate it until the end of that session.

11.2. STEMAZING will not take any responsibility for the damage or loss of any electronic devices that are brought into the after-school club.

12. Equal opportunities and child protection

12.1. STEMAZING is an equal opportunities company and welcomes all children regardless of their gender, ability, race or religion.

12.2. Each child attending the STEM club is equal and entitled to equal access of opportunity.



12.3. We operate a zero-tolerance policy on discrimination or bullying of any kind.

12.4. All staff and volunteers carrying out in-person STEMAZINGKids clubs where they are the adult responsible for the children have an enhanced DBS check.

12.5. Staff and volunteers who carry out STEMAZINGKids sessions where they are not the adult responsible for the child (such as online clubs or ad-hoc sessions) may not have an enhanced DBS check complete. The adult responsible for the children will be made aware of this.

13. Special needs

13.1. It is our policy not to exclude any child due to specific needs wherever possible.

13.2. The needs of each child vary so decisions are made on a case-by-case basis depending on the level of support each child requires to enable them to fully participate and enjoy the activities at any of our STEM clubs.

13.3. We request that parents of children with specific needs contact us to discuss how we can best accommodate their child and consider whether any special arrangements need to be made.

14. Child exclusion

14.1. On rare occasions, if a child proves incompatible with the general well-being of STEM clubs (e.g. they are involved in bullying or are engaged in disruptive or aggressive behaviour) we reserve the right to exclude them.

14.2. No refund will be made for any remaining STEM club sessions booked.

15. Data protection

15.1. We will use your details to contact you via email, What's App or text with important information about your booking and/or future information about our services. You can opt out of this contact at any time by contacting stemazingltd@gmail.com.

15.2. STEMAZING Ltd is registered under the Data Protection Act. 1998.

15.3. We do not share any of your personal information with external agencies.

15.4. Our GDPR policy is available on our website.

16. Parent feedback

16.1. We aim to provide the best possible experience for all children at all times.

16.2. Please tell other parents if you are happy with your experiences of STEMAZING.

16.3. If you have concerns or suggestions, please tell us. We value your feedback and use it to develop and improve our services.



17. Health & Safety

17.1. All sessions are risk assessed, copies of which can be requested by email.

17.2. All projects are constructed by the children, the quality of the finished products will therefore vary.

For further information please contact:

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