

Super Thinkers has a duty to protect the anonymity of the families we work with. Therefore, we will not divulge information unless there is a legal or safeguarding requirement to do so.

Medication

If your child requires medication of any sort, including an inhaler, the following must be in place before your child can attend:

Completed Health Care Plan, please contact Customer Care who will email this to you

Permission to Administer medication form, please contact Customer Care who will email this to you

Our own supply of medication at the club – we have access to lock boxes where the storage of any medication will be kept

Please note: If the above is not in place, your child will not be able to attend the session

Collecting

Children can only be collected by an adult over the age of 16 who has been authorised to collect them which is done by the parent adding collectors on their account as a collector.

Babysitting

Super Thinkers does not allow any staff to Babysit any of the families that attend Super Thinkers, thus we do not undertake any responsibility for such private arrangements, although any behaviour that has a negative effect on the business may be considered misconduct and will be dealt with in accordance with the Disciplinary Procedure.



Exclusion

Super Thinkers reserves the right to exclude or refuse any person without notice, if we consider that their presence compromises the good atmosphere of the club. Transport home will be the responsibility of the parent and no refund/credit will be available.

Forced Closures

If Super Thinkers is forced to close due to an external factor such as bad weather, infectious or contagious disease outbreak, Power cut, Teacher Strikes or other industrial action, by order of Local Authority or Environmental Health, customers will still be liable for fees incurred during the entire period of closure.

Schedule Changes

Super Thinkers may need to amend activity programmes, schedules, services, dates, times and/or venues on occasions that may be out of our control. This will be without refund or compensation to the customer.

Photography

Super Thinkers occasionally take photographs and videos at our venue which can be used for marketing and promotional purposes, including on social media. If you would rather your child was not included in any photographs, please ensure your child's details are up to date.

Complaints

If you or your child were not entirely satisfied with the services we provided, we would appreciate the feedback. Please see our complaints procedure for official steps. If you feel the complaint outcome is insufficient or would like to escalate your grievance further, please email MChaffey@SuperThinkers.co.uk



Liability

Super Thinkers does not accept liability for personal injury or death of any participants unless directly caused by the proven negligence of the company or its servants.

Super Thinkers take no responsibility for any items that are lost/stolen or damaged at the club.

Lost Property

On request, Super Thinkers will endeavour to return items that can be identified. Postage costs of lost property are the responsibility of the parent. Unclaimed tuition lost property will be distributed to local charities at the end of each half term.

Parent Abuse of staff

The threat or use of physical violence, verbal abuse, intimidation, or harassment towards our staff is likely to result in a termination of all direct contact. Such incidents may be reported to the police, and this will always be the case if physical violence is used or threatened.

Data Protection

Super Thinkers collect personal details for you and your child to register and enable us to process your booking. It is your responsibility to ensure that you have the necessary permission to pass on the personal details of everyone required. Super Thinkers may hold some of your details for future marketing purposes. Please let us know if you do not want to receive future communication from Super Thinkers.

For Super Thinkers policies and procedures, please ask the staff the next time you visit our site.

Parents must agree to the terms and conditions of our booking system to book with us.