

Wellbeing Warriors CIC

Terms and Conditions

We handle all personal information securely and in accordance with data protection requirements, and only use it for essential operational and safeguarding purposes. By booking a session or inviting Wellbeing Warriors CIC to deliver a session within your organisation, you agree to the following terms.

1. About Us

Wellbeing Warriors CIC is a community-interest organisation providing engaging, activity-based wellbeing sessions for children aged 7–11 across Charnwood and North West Leicestershire. Our aim is to support children's emotional development, confidence and resilience through creative, structured activities.

2. Session Bookings

- All bookings must be made by a parent/carer or an authorised group leader.
- Places for public sessions are confirmed once payment has been received (where applicable).
- Session details, including location, timings and what children need to bring, will be provided in advance.

Communication:

- All session information will be provided electronically via email.
- Printed materials are not sent by post.
- If email access is not possible due to exceptional circumstances, an alternative method will be agreed.
- If a session is fully booked, a waiting list may be offered.

3. Cancellations & Refunds

- Refunds are available if cancellation is made **48 hours or more** before the session start time.
- Cancellations made within 48 hours are non-refundable due to staffing, materials and venue costs.
- If Wellbeing Warriors CIC must cancel a session, you will receive a full refund or the option to transfer to another date.
- **In exceptional circumstances, refunds or credits may be offered at our discretion.**

4. Attendance & Behaviour

- Children must be dropped off promptly at the start of the session and collected promptly at the end.
- Late arrivals may affect a child's ability to participate fully.
- **Late collection may incur an additional charge to cover staffing and venue costs.**
- Respectful behaviour is expected at all times.
- If behaviour poses a safety concern or significantly disrupts the session, we may contact the parent/carer or group leader to collect the child.
- Persistent unsafe behaviour may result in removal from future sessions.

Wellbeing Warriors CIC • wellbeingwarriorscic@gmail.com
Strong minds. Brave hearts. Resilient futures.

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5. Safeguarding & Child Protection

- All staff and volunteers are DBS-checked.
- We operate in line with statutory safeguarding guidance.
- Safeguarding concerns will be handled according to our Safeguarding Policy, which may include contacting external agencies.
- Parents/carers and group leaders must provide accurate emergency contact details and disclose relevant medical, behavioural or additional needs information.

Collection Password System:

- An agreed collection password must be provided when a child first joins Wellbeing Warriors CIC.
- If a different adult is collecting the child, they must state the correct password before the child can be released.
- Parents/carers or group leaders should make every effort to inform us in advance if a different adult will be collecting the child.
- If prior notice has not been given, the child may still be released if the correct password is provided.
- **If the password cannot be provided, or if there are concerns that releasing the child may affect their wellbeing, welfare or safety, the child will not be released until confirmation has been obtained from the parent/carer or group leader.**

6. Sessions in External Organisations (e.g., Brownies, Cubs, Youth Groups)

- A responsible leader who knows the children must remain present throughout the session.
- We work alongside the organisation's existing safeguarding, health and safety, and child-information procedures.
- The organisation is responsible for ensuring all child information is accurate and up to date.
- Wellbeing Warriors CIC does not collect individual child forms for in-house delivery.
- Leaders must inform us of any key needs relevant to safe participation.
- Behaviour management is a shared responsibility between Wellbeing Warriors CIC and the organisation's leaders.

Communication:

- All session information will be shared directly with the named group leader via email.
- The organisation is responsible for passing relevant details on to parents/carers.

7. Photography & Media

- We will never photograph or record children without explicit written consent from a parent/carer or the hosting organisation.
- **Parents/carers and professionals are not permitted to take photographs or video footage during any Wellbeing Warriors CIC session.**
- Consent can be withdrawn at any time.
- Images are used only for agreed purposes (e.g., promotional materials, social media).

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8. Liability

- We take all reasonable steps to ensure sessions are safe and well-supervised.
- We are not liable for loss or damage to personal belongings brought to sessions.
- Parents/carers and group leaders are responsible for ensuring children arrive and leave safely.

9. Data Protection

- Personal information is collected only for essential operational purposes.
- Data is stored securely and never shared with third parties unless required for safeguarding or legal reasons.
- For full details, please see our Privacy Policy.

10. Changes to These Terms

Wellbeing Warriors CIC may update these Terms & Conditions from time to time. Any changes will be published on our website.

Contact

Email: wellbeingwarriorscic@gmail.com