

1. Interpretation

In these Terms and Conditions ('these T&Cs'), the following terms shall have the following meanings:

Application Form: The online application form by which details of the child and their parents or carers wish their children to attend that are submitted to Stamford STEAM Centre.

Parent: Mother, father, designated family member, legal guardian and/or legal carer

Child: A person aged 5-17 intending to attend an activity as specified in the application form.

Services or Session: Activity organised by Stamford STEAM Centre.

Fees: Payment for the fees shown on the Stamford STEAM Centre website or other published literature relating to the services provided by Stamford STEAM Centre.

The fees entitle the child to attend an activity organised by Stamford STEAM Centre.

Location: Place such as classroom, seminar room, laboratory, lecture theatre, open space, common area or any other appropriate space where sessions and/or workshops occur.

2. Supply of Services

By booking and paying the fee you agree on behalf of yourself and your child or children to be bound by these T&Cs.

3. Payment

Payments of all fees included in the invoices may be made by any of the following methods of payment: credit card, debit card, cash, PayPal transfer and must be received in full prior to the session start.

4. Information on child/children

4.1 Parents will be required to provide Stamford STEAM Centre with such personal information as Stamford STEAM Centre reasonably requires and parents will ensure that such personal information is updated in the event of any changes.

Parents permit Stamford STEAM Centre to store records of the child's and parents' personal information.

4.2 Stamford STEAM Centre reserves the right to take photographs and videos during our workshops, sessions, social activities such as birthday parties and/or other events and use them accordingly for promotional purposes on newspapers, magazines, websites, social media channels or any other type of marketing channel. Parents' and children's testimonials provided via email, letters, feedback forms and/or questionnaires may be also be used for promotional purposes on local, national or international advertisers such as magazines, newspapers and websites including the production of brochures, leaflets, flyers or any other literature and use on our website or any social media channel. Please inform us in writing if you do not wish your child's image to be used in this way. We will also remove images from our website and social media outlets upon request.

5. Administration of individual sessions and workshops

5.1 If a parent wishes to change the date of the session(s), appropriate requests, in writing, must be made to the Stamford STEAM Centre, at least 72 hours in advance, before the actual session takes place for the transfer to be effective without being charged. All changes are subject to availability and at Stamford STEAM Centre's discretion and an administration fee might apply.

5.2 Stamford STEAM Centre will use its reasonable endeavours to accommodate the child in relation to the location and timing of classes but reserves the right to change topics, campuses, tutors, mentors, times, workshops and sessions and to combine classes for different courses at its convenience.

5.3 Stamford STEAM Centre will use its reasonable endeavours to accommodate requests regarding specific seating arrangements. For example, seating children such as siblings, relatives and/or school friends next to each other within the same group. Stamford STEAM Centre cannot guarantee that such requests can be accommodated.

5.4 Stamford STEAM Centre will use its reasonable endeavours to accommodate requests with regard to children who are thought to be academically advanced and/or more knowledgeable for their current age to the next immediate upper group. Stamford STEAM Centre cannot guarantee that such requests can be accommodated.

5.5 Parents wishing their child to take a course which requires a minimum level of English, as a pre-requisite to entry, must achieve the required level prior to admission to this course.

5.6 Should the parents wish to transfer their child to another course, this will be at the Stamford STEAM Centre's discretion and subject to payment of the difference of fees.

5.7 For the avoidance of doubt, a package of 6 sessions, workshops, or any other packages available are only to be booked and used per child, per subject. In other words, any of the above mentioned packages or any of our services, classes, tuitions cannot be shared between siblings and friends. For example, it is not permitted to book a package of 6 sessions and share it between two siblings or friends.

5.8 No adults other than Stamford STEAM Centre's staff will be allowed to stay in the room and/or laboratories observing sessions or accompanying or supporting children during our sessions and workshops. No exceptions will be made.

6. Conduct and discipline of children and adults

6.1 Stamford STEAM Centre has the right to expel a child from any session for unacceptable behaviour and no refund will be given.

6.2 In the event of expulsion, Stamford STEAM Centre reserves the right to withhold completion letters.

6.3 For the avoidance of doubt, Stamford STEAM Centre views unacceptable behaviour as including, but not limited to, causing damage to its own property and/or, contractors' property, causing disturbance or nuisance, abusive or disrespectful conduct, failing to observe fire and safety rules and smoking other than in authorised areas and selling or consuming alcohol or illegal drugs.

6.4 Stamford STEAM Centre expects children and adults to show tolerance and respect to others regardless of race, religion, disability, gender, sexual orientation or any other difference.

6.5 If a child causes damage to Stamford STEAM Centre's property and/or to any of its contractors, their parents must pay the full cost of repairing or replacing such.

6.6 Stamford STEAM Centre reserves the right to withdraw from its classes, tuitions and workshops children whose parents, relatives, carers, guardians and/or legal representatives cause to its staff, children and other stakeholders: disturbance and nuisance, show abusive or disrespectful conduct, shows threatening, verbal abuse or any other type of anti-social behaviour (this includes shouting or screaming at a member of Stamford STEAM Centre either over the phone or in person). Our full cancellation policy will be applied accordingly.

7. Missed session replacement, discount schemes and prices out of packages

7.1 Replacement of missed session will only be allowed and authorised if Stamford STEAM Centre is notified in writing at least 72 hours before the actual session takes places. Failure to comply with this deadline will result in the full charge of the session in which the child was absent.

7.2 Parents can replace missed session(s) as follows:

- Package of 6 sessions. Up to 1 replacement permitted
- One trial session. No replacement permitted

7.3 Unused missed session replacements are not transferable.

7.4 For the avoidance of doubt, any discounts will be applied based on our published prices that are normally published on our website.

7.5 Sibling discounts apply to siblings only. This means between brothers and sisters who attend the same session or any session that overlap. For the avoidance of doubt, the sibling discount will not be applicable to other family members or friends.

8. Cancellations and refunds

8.1 In the event of cancellation by you:

Parents shall be entitled to cancel their booked one taster or any session, any workshop, or any other service offered by Stamford STEAM Centre at any time before the start date and the amount refunded will vary according to how much notice of cancellation in advance of the start date the parent has given:

- if the parent gives 7 or more weeks notice of cancellation, the parent will be refunded 70% of the fees.
- if the parent gives 6 weeks notice of cancellation, the payee will be refunded 60% of the fees.
- if the parent gives 5 weeks notice of cancellation, the payee will be refunded 50% of the fees.
- if the parent gives 4 weeks notice of cancellation, the payee will be refunded 40% of the fees.
- if the parent gives 3 weeks notice of cancellation, the payee will be refunded 30% of the fees.
- if the parent gives 2 weeks notice of cancellation, the payee will be refunded 10% of the fees.
- if the parent gives 1 week notice of cancellation, the payee will be refunded 5% of the fees.
- If the parent gives less than 1 week's notice of cancellation, the parent will not be entitled to receive any refunds.
- If the parent decides to cancel and/or withdraw their child/ children after the course(s) has/have started, or if the child did not turn up (no-show) for their sessions/workshops the parent will not be entitled to receive any refunds.

8.2 If, for any reason, a session and/or a workshop is cancelled by Stamford STEAM Centre, the total liability of Stamford STEAM Centre will not exceed that proportion of the Fees Stamford STEAM Centre have actually received.

8.3 Fees are non-refundable for children arriving late, leaving early or missing a day of workshops or any other activity or event (whether on account of illness or any other cause).

8.4 Fees are non-transferable. For example, fees cannot be transferred between siblings, relatives and/or friends.

8.5 Special sales, special offers, e-coupons and discount codes. Stamford STEAM Centre reserves the right to launch special sales, special offers, e-coupons and discount codes to promote its products. Any fees paid for any course or on any other product will not be adjusted or amended to match the price of the special sales, special offers, e-coupons and discount codes. Special sales, special offers, e-coupons, discount codes and any other type of promotions will not be backdated and are only valid for the specific time it has been issued for and for up to three months only. No exceptions will be made.

8.6 Credit Notes. If a parent or carer does not wish to cancel a booking we can issue a credit note upon request. Credit notes must be used within 90 days from its date of issue. If the credit note is not used within 90 days for weekend classes, camps or any other service we offer, the parent or carer will not be entitled to receive any refunds. No exceptions will be made.

9. Liability

9.1 Stamford STEAM Centre will not be held liable for loss, damage or injury to persons.

9.2 Stamford STEAM Centre will not be liable or responsible for any failure to perform or delay in performance of, any of its obligations in relation to the children's sessions and/or workshops that is caused by events outside the Stamford STEAM Centre's reasonable control (Force Majeure Events).

9.3 Force Majeure: Stamford STEAM Centre shall not be liable for any delay in performing or failure to perform any obligation (including to action any alteration or cancellation) due to any case beyond our reasonable control including lock-outs, strikes, shortages of personnel, labour disputes, war, riot, act of God, civil commotion, terrorism, malicious damage, threats to safety, compliance with any law or governmental order, rule, regulation or direction, accident, environmental contamination, pandemic outbreak of disease, breakdown of plant or machinery, fire, flood, storm, difficulty or increased expense in obtaining workmen, materials, goods or raw materials in connection with the performance of this agreement.

9.4 Stamford STEAM Centre's obligations in relation to the children's sessions and/or workshops are suspended for the period that the Force Majeure event continues. Stamford STEAM Centre reserves the right to extend the time of the suspended period to perform its obligations. Stamford STEAM Centre will take reasonable steps to bring the Force Majeure Event to a close or to find a solution by which its obligations can be performed despite the Force Majeure Event.

9.5 Where Stamford STEAM Centre provides, in connection with the provision of the Services, any goods or equipment or services supplied by a third party, Stamford STEAM Centre does not give any warranty, guarantee or other terms as to their quality, fitness for purpose, performance or otherwise.

9.6 Stamford STEAM Centre shall have no liability to the child and/or their parents for any loss, damage, costs, expenses or other claims for compensation arising from any instructions supplied by parents, guardians or a legal representative which are incomplete, incorrect, inaccurate or illegible, or arising from the child's late arrival or non-arrival, or any other fault of you or the child.

9.7 Stamford STEAM Centre shall not be liable to Parent(s) or be deemed to be in breach of the contract by reason of any delay in performing, or any failure to perform, any of Stamford STEAM Centre's obligations in relation to the Services, if the delay or failure was due to any cause beyond Stamford STEAM Centre's reasonable control.

9.8 Stamford STEAM Centre reserve the right to alter programmes, activities, itineraries, excursions, age brackets, prices, premises and personnel as it thinks fit and without notice.

9.9 Stamford STEAM Centre will not be bound by any statement unless it is in writing and authorised by Stamford STEAM Centre.

10. Medical

10.1 It is parents, guardians and/or legal representatives' responsibility to tell Stamford STEAM Centre, upon submission of the application form, of any issue or condition that may affect their performance during sessions and/or workshops. These include but are not limited to ADHD, SEN, medical, languages, disabilities, diet, medical, behavioural/social issues, child's history.

10.2 Stamford STEAM Centre cannot guarantee if any drinks, snacks and/or lunch brought by any child or adult to its classes are free of traces of allergen foods.

10.3 It is parents, guardians and/or legal representatives' responsibility to tell Stamford STEAM Centre, upon submission of the application form, if permission is given to administer medication or if first aid is required.

10.4 Stamford STEAM Centre will not be held responsible for any issues resulting from food allergies.

11. Valuables and Lost and Found Items

11.1. Stamford STEAM Centre will not be liable for any damage or loss of items of clothing, jewellery and/or electronic devices such as laptops, smartphones, tablets or valuable property brought to the Location by children and/or their parents.

11.2. Stamford STEAM Centre will not be responsible for any property left at the Location (by the child or parents) and may dispose of any such property if not claimed and collected by you within thirty days after the item was found.

12. Personal Searches

12.1. Stamford STEAM Centre reserves the right to search the bags and other personal property of all children in appropriate circumstances.

13. Child Protection/Safeguarding

13.1. Stamford STEAM Centre will contact Local Safeguarding Children's board if we suspect abuse or in an event of a disclosure.

14. General

14.1. This agreement is governed by the laws of England and the parties submit to the exclusive jurisdiction of the English Courts.