

BABY RHINO

Terms and conditions

Medication and medical details

It is the customer's responsibility to keep Baby Rhino Rugby updated about children's medical conditions and medication. Any medication provided for staff to administer must be accompanied by a detailed care plan and must be in date. Parents/Carers should provide full instructions regarding any treatment/dosage required. Baby Rhino Rugby reserves the right to refuse a booking until we are satisfied we can provide a safe and competent level of care.

Medical Treatment

By agreeing to these Terms & Conditions, customers give permission to administer first aid and/or emergency medical treatment for their child in the event of a major accident, incident or illness occurring whilst in our care.

Amending an Order Policy

When a customer wishes to amend an order, he/she must notify Baby Rhino Rugby administrations officer staff via info@babyrhino.co.uk or **07827545757**. Please note that, whilst Baby Rhino will always try to accommodate a customer's request, it may not be possible to swap a booking to something different as the other activity may be fully subscribed.

Non-Arrivals Policy

Should a customer fail to inform Baby Rhino Rugby that his/her child will not be attending, the customer will be charged in full.

Non-Booking Policy for After School Clubs

In the event that you bring your child to one of the clinics/sessions, Baby Rhino Rugby will not be able to accept the child onto the session.

Late Collection Policy

Any child collected after the end of their clinic/session will be automatically charged a late fee. The charge will be £2.00 for every 5 minutes the parent is late. The charge should be paid in full immediately and before the child returns to a clinic/session again.

Emergency Closure Policy

In the event that Baby Rhino Rugby has to cancel a session/clinic for any reason, customers will be notified and full refund will be given

Refund Policy

Providing the customer has notified Baby Rhino Rugby in accordance with the *Cancellation Policy*. A full refund will be given back to the customer onto the account that they had booked with. Should a customer request a direct refund then he/she must do so in write to our administration manager via info@babyrhino.co.uk.

Allergy and Food Preparation Policy

We advise that we recommend, you do not give your child a snack containing nuts. And all grapes and cherry tomatoes are cut in half length ways.