



Young Animators Club Booking & Payment Terms & Conditions 2026

Delivery of Service

Young Animators Club are dedicated to delivering workshops, projects and events to a high standard and endeavour to deliver these to the standard and specification outlined in our literature.

We regret that individual tickets for group activities such as weekend clubs, summer schools and after-school clubs cannot be exchanged or money refunded, except in the case of a cancelled event.

Young Animators Club reserves the right to amend its services and activity program, content, times, dates and venue in the event of unsuitable weather conditions, failure of equipment, building faults, staff sickness and any other operational faults that may arise. Full refunds will be given where events are cancelled by Young Animators Club.

If clients wish to reschedule one-off events hosted by the client, we require at least seven days' notice and, providing the delivery content is unchanged, will transfer the date at no extra cost. We cannot offer refunds for events cancelled with less than seven days notice. We offer a 50% refund for events cancelled within 30 days' notice and a full refund for cancellations with over 30 days' notice, less planning, marketing or resource costs already undertaken by the company.

Prices for our products are subject to change without notice. We reserve the right at any time to modify or discontinue the service (or any part or content thereof) without notice at any time. Quotes are valid for 30 days, and we shall not be liable to you or any third-party for any modification, price change, suspension or discontinuance of our service after these 30 days.

Drop Off and Pick Up

Children aged 8 to 11 can only be collected by the adult named on their consent form unless alternative arrangements have been discussed with a senior staff member.

Please ensure you collect your child promptly after the session and contact us by phone if you are running late. We request that children do not arrive early at a setting as we cannot supervise young people outside our contracted hours.

Children aged 12 years and over can leave the workshop alone when stipulated in their consent form (unless particular circumstances are discussed before the session). We can

accept no responsibility for children over 12 when not on the workshop premises.

Appropriate Clothing

We ask that parents/guardians ensure their child arrives dressed appropriately and be prepared to get mucky.

Our Public Liability Insurance covers all children in our care.

First Aid

Please ensure that you detail all medical conditions and allergies on your consent form, and let us know if your child/children carry an EpiPen.

All our workshops require a first-aid-trained member of staff on-site at all times. In the event of an accident, emergency services will be called if necessary. Your consent form will request that in the event of a child requiring emergency treatment and the person in charge being unable to contact a parent or guardian, a member of staff will accompany the child to approve the application of any emergency treatment, including anaesthetic as advised by the medical authorities for the wellbeing of my child.

Mobile phones and valuables

We accept no responsibility for the loss, breakage, or valuable or precious items. Items of value brought to the workshops are the responsibility of the child or parents/guardians. This includes cameras, tablets, instruments and mobile phones.

Lost Property

Please ensure that children do not bring valuable toys and belongings, as we cannot be held responsible if they go missing. We cannot guarantee the return of lost property, but we will endeavour to return items we can identify on request. Young Animators Club will keep lost property for four weeks only. If it is left unclaimed after this period has expired, we will distribute the lost property to local charities.

Photography and Video

Please be aware that we occasionally take photographs/videos of children at workshops for our promotional material. Please indicate on your consent form if you have any objections. We ask that parents refrain from photographing children other than those in their care during workshops or film screenings.

Equal opportunities and child protection

We are an equal opportunities employer and welcome all children, regardless of gender, ability, race or religion. Each child attending is of equal value and is entitled to equal access to opportunity, and we operate a zero-tolerance policy on discrimination or bullying of any kind.

Please do not hesitate to contact us if you would like to discuss any specific needs your child may have.

Safeguarding



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Young Animators Club staff have a duty to respond if they suspect a child in their care may be suffering from abuse or if a child makes a disclosure about abuse. In this event, the relevant staff will follow the Safeguarding Children's Policy as detailed in our policies and procedures. Safeguarding Lead: Lydia Hibbert

Staff to Child Ratios

Young Animators Club maintains a staff ratio of no higher than 1:10 for young people under the age of 16 at all times. Trips outside of the workshop environment will require a ratio of at least 1:6. Ratios for our SEN groups and those with additional needs are 1:3 (although this may vary depending on the level of need).

Behaviour

On rare occasions, if a child proves incompatible with the general wellbeing of our workshops, e.g. they are involved in bullying or are engaged in disruptive or aggressive behaviour, we reserve the right to exclude them.

Data Protection

We will use your details to mail and/or email you information about the event or workshop you booked. If you sign up for our mailing list, we will inform you via email about future events and workshops. You may opt out of our mailing list at any time. We NEVER share your details with third parties.

Damage to Company Property

Should instances of deliberate damage or theft occur, bills for the full cost of replacement or repair will be obtained and forwarded to the parents of the young person responsible.

Payment

Payment in full or a deposit will verify your booking and secure your place in a workshop or confirm your event or project. If you have requested a fully funded project, workshop or event, you will receive an email from Young Animators Club to confirm your booking.

We ask for balance payments to be paid within 14 days of the receipt of your invoice unless alternative arrangements have been made in writing or a client's company payment terms have been agreed to. If a client is late with a balance payment, we reserve the right to charge [statutory late payment fees](#).