

Autism Explorers CIC

Damages Policy



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Autism Explorers CIC is a community group within Norfolk providing support for children with SEND and their families through; regular provisions and services such as, Sensory Saturday Stay & Plays that are child-led play, inclusive trips, events and workshops.

Damages Policy:

Statement of Intent:

At Autism Explorers CIC, we provide a child-led, sensory-friendly environment where children are encouraged to explore and play freely. We understand that accidents can happen, particularly in an inclusive setting. This policy outlines the responsibilities of parents and carers regarding the care of our resources, equipment, and the hosting venue.

Supervision and Responsibility:

Parental Responsibility:

As stated in our Terms & Conditions, parents and carers remain responsible for their child's behaviour, actions, and safety for the duration of the service.

Venue Care:

Attendees must respect the property of our regular venue, Jubilee Community Centre, including the toilets, kitchen, and outdoor areas.

Resource Suitability:

While team members choose resources for safety and suitability, parents are responsible for ensuring the activities booked are appropriate for their child's specific needs and abilities.

Accidental vs. Negligent Damage:

Accidental Damage:

We recognise that some wear and tear or accidental damage is inevitable in a play-based environment. Small items damaged during reasonable, supervised play will generally not result in a charge.

Negligent or Intentional Damage:

While we strive to be non-judgemental, Autism Explorers CIC reserves the right to seek repair or replacement costs if damage is caused by a lack of parent/carer supervision or a clear disregard for safety guidance.

Reporting Damage:

Immediate Notification:

All damage to equipment, resources, or the venue must be reported to an Autism Explorers CIC team member immediately.

Documentation:

A member of the team will complete the relevant paperwork to record the incident, including details of what happened and those involved.

Assessment and Resolution:

Case-by-Case Basis:

Much like our refund policy, damages will be assessed on an individual basis with empathy and flexibility.

Replacement Costs:

If a major piece of equipment or venue property is rendered unusable due to a lack of supervision, the parent/carer may be invoiced for the cost of repair or a like-for-like replacement.

Venue Requirements:

If the hosting venue (such as Jubilee Community Centre) charges Autism Explorers CIC for damages caused by an attendee, these costs may be passed on to the responsible parent/carer.

Changes to our Terms and Conditions & Policies

Autism Explorers reserves the right to change, amend and update our terms and conditions and policies at any time.

The latest versions will always be available on our website <https://www.autismexplorersnorwich.com/> or by written request via email.

By booking and using our services you are agreeing to our terms and conditions.

Contact Information

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