

Autism Explorers – Terms & Conditions (Last updated: August 2025)

1. About Us Autism Explorers provides supportive, inclusive, and fun sessions, trips, and events for children and young people with Special Educational Needs (SEN) and their families. These Terms & Conditions are here to make sure everyone knows what to expect, so we can keep our sessions safe, fair, and enjoyable for all.

2. Bookings & Payment - Bookings are made via our website, email, or by messaging us directly. - Payment is required at the time of booking unless we've agreed otherwise. - Places are limited, so bookings are first come, first served.

3. Cancellation & Refund Policy We understand that life with a neurodivergent child can be unpredictable. Our policy is designed to be fair and flexible while helping us run sessions sustainably.

If you need to cancel: - More than 48 hours before – Full refund or transfer to another available session. - 24–48 hours before – 50% refund or one-time transfer (subject to availability). - Less than 24 hours / No-show – Unfortunately, no refund or transfer.

Exceptional circumstances: If you have a SEN-related emergency, contact us as soon as possible — we may be able to offer a credit or reschedule at our discretion.

If we cancel: You'll be offered a full refund or the option to transfer to another session.

■ helloautismexplorers@gmail.com ■ WhatsApp text: 07557 220309

4. Supervision & Responsibility - Children must be accompanied by a responsible adult at all times during “stay & play” and most other family sessions. - Parents/carers remain responsible for their child's behaviour, safety, and wellbeing during the session. - For certain youth club or trip activities where children attend without a parent, you'll be informed in advance and consent will be required. - Autism Explorers staff and volunteers will do everything reasonable to keep children safe, but we cannot accept liability for accidents or incidents that occur due to lack of supervision by a parent/carer.

5. Health & Safety We take safety seriously and risk assess all activities and venues. - Venues may have toilets, kitchens, and access to outdoor spaces — we expect parents/carers to supervise these areas, especially where there is hot water, gates to public parks, or other hazards. - Equipment and resources are chosen for safety and suitability, but please let us know if your child has specific needs that might require adjustments. - In an emergency, we will follow our first aid and evacuation procedures, and you will be contacted immediately.

6. Safeguarding - All staff and regular volunteers have up-to-date DBS checks and safeguarding training. - We are committed to protecting children and young people from harm. - Any safeguarding concerns will be recorded and reported in line with our Safeguarding Policy. - If we believe a child is at risk, we have a duty to share relevant information with the appropriate services.

7. Privacy & Data - We only collect the personal information we need to run our sessions safely and effectively. - Your details will not be shared with third parties without your consent, unless required by law (e.g., safeguarding concerns). - We store personal data securely and only keep it for as long as necessary.

8. Photography & Media - We sometimes take photos or videos at sessions to share the joy of what we do and to promote Autism Explorers. - We will only use images of your child if you have given written consent. - If you change your mind about consent, just let us know in writing.

9. Complaints & Feedback - If something isn't right, please speak to a member of staff as soon as possible so we can try to fix it. - You can also email us at helloautismexplorers@gmail.com with any concerns. - We aim to resolve complaints quickly and fairly.

10. Changes to These Terms We may update these Terms & Conditions from time to time. The latest version will always be available on our website or by request.

By booking with Autism Explorers, you agree to these Terms & Conditions. We look forward to exploring, learning, and having fun together in a safe and supportive environment!