

Autism Explorers: February Half Term Holiday Club Terms and Conditions & Policies

(Last updated: January 2026)



Autism Explorers – February Half Term Holiday Club
Terms and Conditions & Policies
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Autism Explorers is a community group within Norfolk providing support for SEN families.

By booking and using our services you are agreeing to this document's terms and conditions & policies, as well as our general terms and conditions and our other policies.

Last Updated: Friday 16th January 2026

Information relating specifically to Autism Explorers February Half Term Holiday Club:

Age Ranges:

Eligibility:

Autism Explorers February Half Term Holiday Club is open to children aged 5–12 years only.

Children must be within this age range at the time of attendance. This age limit has been set to ensure activities, staffing ratios, and safeguarding arrangements are appropriate to the developmental and support needs of the children attending.

We are unable to accept children outside of this age range for this particular provision. If you feel your child's needs fall outside the scope of this age range, we welcome feedback to help inform future sessions or alternative provision.

Purpose of this document:

This document outlines the procedures for the safe drop-off and collection of children attending Autism Explorers February Half Term Holiday Club. It ensures the safety, wellbeing, and safeguarding of all children while providing clarity and reassurance to parents and carers. Autism Explorers recognises that many autistic children require clear routines, predictable transitions, and consistent safeguarding procedures. This document has been designed with these needs in mind.

This document applies to all children attending this particular provision, parents, carers and authorised collectors, and all Autism Explorers Team Members.

Drop-Off Procedures:

Drop-Off Responsibility:

Children must be handed directly to an Autism Explorers Team Member. Children are not to be left unattended at any time during drop-off or at the drop-off collection point.

Autism Explorers Team Members will confirm the child's identity upon arrival, and ensure they are settled safely.

Arrival Times:

Children must be dropped off within the specific and designated drop-off window stated in the booking confirmation emails. This allocated window is 10:00am to 10:15am.

Late arrivals must be communicated in advance where possible.

Early drop-offs cannot be accommodated unless previously agreed in writing, with both parties agreeing. Where early drop-off is approved, an additional fee may apply to cover staffing and safeguarding requirements.

Arrival Support:

Autism Explorers Team Members will support both children and parents/carers with transitions in a SEN-friendly manner, including:

- Calm Greetings
- Visual Supports (if required)
- Time to settle in before joining in with the activities

Parents/Carers are encouraged to share any relevant information that may support the child's transition on the day of the session (e.g. anxiety, sleep issues, sensory needs, etc.).

Pick-Up Procedures:

Pick-Up Responsibility:

Children must be collected directly from an Autism Explorers Team Member. Children must not be left unattended at any time during pick-up or at the collection point.

Autism Explorers Team Members will confirm the identity of the authorised collector before releasing the child and will ensure the child is safely handed over.

Pick-Up Times:

Children must be collected within the specific and designated pick-up window stated in the booking confirmation emails. This allocated window is 2:00pm to 2:15pm.

Late collections may cause distress to the child/children and disrupt safeguarding procedures. Where a child is collected after the allocated window, an additional fee may be charged to cover extended staffing and safeguarding requirements.

If a child is not collected within the specific and designated pick-up window, Autism Explorers Team Members will first attempt to contact the parent/carer named on the booking form. If contact cannot be made, the emergency contact listed on the booking form will be called.

Where a child remains uncollected for an extended period of time and no contact can be made by either party, Autism Explorers will follow safeguarding procedures, which may include contacting local authorities and safeguarding services.

Authorised Collectors:

The child will only be released to the named collector stated on the booking form. Authorised collectors must be 18 years and over.

Any individual who is not named on the booking form and is required to become an authorised collector, Autism Explorers must be notified in writing in advance. This also applies to any changes to collection arrangements.

Identification:

Autism Explorers Team Members may request photo ID if the collector is not recognised.

If identification cannot be confirmed, the child will not be released.

Handover:

Children will be handed over directly to the authorised collecting adult by an Autism Explorers Team Member.

Team members may share relevant information about the child's day where possible and appropriate.

Safeguarding:

Autism Explorers operates a strict safeguarding culture and policy. All Autism Explorers Team Members will hold a valid and enhanced DBS check.

Every child will have an emergency contact named on the booking form.

Each child is allocated a key staff member for the duration of the session.

Drop-off and pick-up times are closely supervised.

Children will never be released to an unauthorised adult.

Head counts are carried out regularly.

All external gates are locked to prevent elopement or unauthorised access.

Ratios:

We are operating this session at a 1:3 staff-to-child ratio.

If you feel your child requires additional support, we welcome personal assistants provided by the Parents/Carers.

Due to this provision being volunteer-led we are limited on the number of team members available. If we provide 1:1 support, an additional fee will apply to cover staffing costs.

If you feel this environment may not meet your child's needs, we welcome feedback to support future planning.

Health, Medication & Allergies:

Parents/Carers must disclose all health needs, medical conditions, allergies and sensory sensitivities (including airborne allergies such as reactions to food smells or environmental triggers) at the time of booking.

While reasonable steps are taken to reduce risk, Autism Explorers cannot guarantee an allergen-free environment.

Medication:

Medication must be disclosed at the time of booking and provided at drop-off, with a label clearly stating the child's name and instructions. Autism Explorers Team Members are unable to administer medication, unless agreed upon in writing prior to the session taking place.

A current Medical Action Plan must be supplied when asked for and required.

Emergency medication (e.g. Inhalers, EpiPens, etc.) must be provided by the parents/carers.

All medication provided for the duration of the session, will be given back to the authorised adult upon collection of the child.

Illness:

Children should not attend if they are or are feeling unwell (this includes with a contagious illness). If a child becomes unwell during the session, parents/carers will be contacted immediately to come and collect the child promptly.

Parental and Carer Responsibility:

Parents and Carers are responsible for:

- Providing accurate and up-to-date information relating to the child, contact and emergency contact information.
- Informing Autism Explorers of authorised adult collectors.
- Ensuring timely drop-off and pick-up

- Communicating any and all changes relevant to the child's wellbeing, or changes that may affect the child's wellbeing.
- Parents and carers are responsible for ensuring their child is dressed appropriately for all activities, including outdoor play, water-based or messy activities. While not compulsory, we recommend providing a spare set of clothes in case of accidents or activities that may result in clothing becoming wet or soiled.

Parents and Carers must provide:

- The child with a clearly labelled drinks bottle (refillable on site) and packed lunch.

Please note during this provision, it will be a nut-free group.

Supporting SEN Children:

We recognise that transitions and group environments can be challenging.

Our approach includes:

- Clear routines and consistent staffing
- Calm, predictable handovers
- Respect for individual regulation needs
- A quiet space for emotional and sensory regulation
- Safe indoor and outdoor activities designed with SEN and autistic children in mind

Policy Review

This document containing information relating to the February Half Term Holiday Club will be reviewed on the 21st February 2026 or sooner if legislation, guidance, or service delivery changes.

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.

Last Updated: Friday 16th January 2026

Information of Autism Explorers general terms, conditions and policies:

For the full copy of our general terms and conditions, as well as our other policies, please visit our website.

Bookings & Payments:

Bookings:

For the February Half Term Holiday Club bookings are to be made via the website: <https://www.autismexplorersnorwich.com>. If there are any issues with booking online please contact us via email at your earliest convenience.

Places are extremely limited and bookings are taken on a first come, first served basis. Payment in full is required to secure your booking and participation.

Payments:

Payments are to be made in full upon the time of booking, unless previously agreed upon in writing with both parties accepting.

If full payment has not been received within 48 hours of the initial online booking, the space(s) you have booked will be released.

Cancellations & Refunds

Cancellations by you:

More than 7 days before the date - You will be given a full refund.

Less than 7 days before - Unfortunately, no refund or transfer. Due to your space(s) already being reserved and resources prepared.

We understand that life and neurodivergent children can be unpredictable, our policies are designed to be fair. In exceptional circumstances and looked into on a case-by-case basis we may offer a 50% refund.

Cancellations by Autism Explorers

We apologise for having to cancel, a refund will be processed the date that we've informed you of the cancellation. The funds will be refunded into the account/card that was used to secure your booking. Please allow up to 48 hours to see the funds in your account.

Cancellations beyond our control:

If a session, trip and event, 1-1's, workshops, etc. is cancelled beyond our control (e.g. The hosting venue needs to cancel, Extreme weather, etc.), we will aim to rebook at the earliest opportunity that is also convenient for the majority of people affected. If you do not wish to rebook, please inform us via email at your earliest convenience. Following the receipt of your request, a refund will be processed. Please allow up to 48 hours to see the funds in your account.

Refunds:

Our refund policy applies to all of our services, in addition to this no shows will not be offered a refund or one-time transfer. Following our refunds procedure, please allow 24-28 to see the funds returned to your account.

Missed Sensory Saturday sessions, trips and events, 1-1's, workshops, etc. without prior written and agreed upon exceptional circumstances you will not be refunded.

Email:

helloautismexplorers@gmail.com

Telephone:

07557220309

Health & Safety

We take the health and safety of our attendees seriously. Before our sessions, trips and events, 1-1's, workshops, etc. we carry out risk assessments for the venue and activities.

Venues we use may have toilets, kitchens, access to outdoor spaces and public areas.

Equipment and resources have been chosen by the Autism Explorers team members for safety and suitability, should your child have specific needs that might require reasonable adjustments then please let us know.

In the event of an emergency, we will follow the evacuation procedures set out by the hosting venue and follow our safety measures as well. There will be a minimum of one first aid, health and safety and fire trained Autism Explorers team member. If an emergency was to happen, you would be contacted via the telephone number you supplied when booking.

Safeguarding & Child Protection

We are committed to protecting children and young people from harm. All of the Autism Explorers team members and volunteers have up-to-date DBS check and safeguarding training.

If we believe a child is at risk, we have a duty to share relevant information with the appropriate authorities and services. Any safeguarding concerns will be recorded and reported in line with our Safeguarding Policy (This can be found on our website, alternatively write to us via email to ask for a copy).

Privacy & Data

We only collect relevant data to run sessions, trips and events, 1-1's, workshops, etc. safely and effectively. This data refers to; child's name, parent/carer's name, telephone number and email address. These details will not be shared with third parties without your written consent, unless required by law (e.g. Safeguarding concerns).

We store the relevant personal data securely and only keep it as long as required and necessary.

Photography, Video & Other Media

When booking any of our sessions, trips and events, 1-1's, workshops, etc. we ask for your photo, video and other media consent. These are used on our social media platforms, website and advertising channels, we will only use them if we have your written consent. Should you change your mind about consent you have given us, please let us know in writing via email.

By providing photo consent, you acknowledge and agree that the images and videos may be shared not only by us but also by trusted third parties, including (but not limited to) local news outlets, schools, community groups, councils, and partner organizations, for promotional, educational, or informational purposes.

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.

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Contact Information

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