

# **Autism Explorers: Terms & Conditions**

**(Last updated: September 2025)**



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Autism Explorers is a community group within Norfolk providing support for SEN families through; Sensory Saturday Stay & Plays with child-led play, inclusive Trips and Events, 1-1 skills development, workshops, etc. and by having a skilled, trained and dedicated team.

### **Use of Service**

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.

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

Last Updated: Wednesday 3rd September 2025

### **Bookings, Late Bookings & Payments:**

#### **Bookings:**

For our Sensory Saturday sessions, trips and events, 1-1's, workshops, etc. are to be made via our website: <https://www.autismexplorersnorwich.com>. If there are any issues with booking online please contact us via email at your earliest convenience.

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

#### **Late Bookings:**

If spaces remain on the day of Sensory Saturday sessions, trips and events, 1-1's, workshops, etc. late bookings may be accepted on a first come first serve 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 may be released.

Children aged 1 and under are free.

### **Financial Support:**

We understand that some families face financial barriers, we have put measures in place to work alongside and support those families. This will be assessed on a case by case basis.

Alternative options may include; paying on arrival, funded or discounted spaces and payment plans - All to be a prior agreement in writing.

If you are unable to pay in advance or need to contact us about financial support, please contact us in writing via email at [helloautismexplorers@gmail.com](mailto:helloautismexplorers@gmail.com)

### **Cancellations & Refunds**

#### **Cancellations by you:**

More than 7 days before the date - You will be given a full refund or we can transfer your booking to another trip, event or sensory Saturday session (Should there be a difference in price you will be invoiced for the remainder).

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 or a one-time transfer.

#### **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 Sensory Saturday 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

## **Supervision & Responsibility**

### **Sensory Saturdays:**

Children must be accompanied at all times by a responsible adult. Parents/Carers remain responsible for the child's behaviour, safety and wellbeing during the session. At each session there will be a minimum of two Autism Explorers team members, we do risk assessments and will do everything reasonable to keep the children safe, however we cannot accept liability for accidents or incidents that occur due to lack of supervision by a parent/carer.

### **Trips & Events:**

Children must be accompanied at all times by a responsible adult. Parents/Carers remain responsible for the child's behaviour, safety and wellbeing during the duration of the trip/event. At each trip and event there will be a minimum of one first aid trained Autism Explorers team member, you will be able to identify them by the first aid symbol on their lanyard and having a first aid kit on their person. 7 days before the trip/event date an email will be sent to the booking email address with information about the time and location to meet, team members who will be there on the day and their contact details, emergency meeting points, etc. Autism Explorers will do everything reasonable to keep the children safe, however we cannot accept liability for accidents or incidents that occur due to lack of supervision by a parent/carer.

### **Workshops & Collaborations:**

Unless we have stated that no parental/carer presence is required in writing via email, children must be accompanied at all times by a responsible adult. Parents/Carers remain responsible for the child's behaviour, safety and wellbeing during the duration of the workshop or in-person collaboration. All workshops and in-person collaborations will always have a minimum of one Autism Explorers team member present at all times, this is to support and assist the children, parents/carers and host. This team member will also be first aid trained, you can identify them by the first aid symbol on their lanyard and having a first aid kit on their person. 7 days before the workshops or in-person collaboration date an email will be sent to the booking email address with information about the time and location to meet, team members who will be there on the day and their contact details, emergency meeting points, etc.

As well as our procedures and code of conduct, the hosting venue or person will have their own code of conduct and procedures. During our time with the hosts we will be adhering to their rules, guidelines, policies and procedures as well as our own.

## **Health & Safety**

We take the health and safety of our attendees seriously. Before each Sensory Saturday session, trip and event, 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. We expect parents/carers to supervise at all times. Especially if there is access to hot water, gates to outdoor 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 our Sensory Saturday 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.

If you have agreed to join our emailing list, we will use your data for marketing campaigns that we create, newsletters and updates about Autism Explorers and the work that we do.

## **Photography, Video & Other Media**

When booking any Sensory Saturday 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

## **Complaints, Feedback & Reviews:**

### **Complaints:**

If you have any concerns or are dissatisfied with any aspect of our services, please speak with an Autism Explorers team member or write to us via email stating the nature of your complaint and outline the reasons for this at your earliest convenience. By doing so we can address this promptly. We are committed to handling all complaints in a timely, fair and transparent manner where possible.

### **Feedback & Reviews:**

If you would like to leave feedback about our services and the work that we do, please go to our website and scroll to the bottom of the page, alternatively you can leave a Facebook review or message us and we can post on your behalf with your consent.

## **Intellectual Property Rights & Copyright**

All content created by Autism Explorers, including (but not limited to) resources, written and curriculum materials, activity plans, logos, graphics, flyers, posters, leaflets, images, videos, website and blog content is protected under the Copyright, Designs and Patents Act 1988.

Unless stated in writing, all intellectual property rights belong solely to Autism Explorers.

### **Permitted Use:**

You may view, share and use Autism Explorers materials for personal or educational purposes only (e.g. Using an activity for Sensory Saturday sessions for ideas at home or in school settings with credit back to Autism Explorers).

### Prohibited Use:

Without prior written consent, approval and permission from Autism Explorers you may not copy, reproduce or redistribute our resources, materials, or branding for commercial use or gain.

Further prohibited use covers Autism Explorers name, logo, brand identity for advertising, training or services not associated with Autism Explorers.

### Requesting Permission:

If you wish to use Autism Explorers resources, written and curriculum materials, activity plans, logos, graphics, flyers, posters, leaflets, images, videos, website and blog content, you must contact us in writing via email.

### **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**

Email:

helloautismexplorers@gmail.com

Telephone:

07557220309