

## **Eaton Recreation Centre “Just Kidding Creche” bookings - Terms and Conditions**

Customers must have a booking prior to placing their child into our crèche and must complete an enrolment form and a copy of immunisation for each child about to attend.

To be able to use this online system customers will need to have credit on their account. Any credit applied has a 12 month expiry.

Credit can be obtained via Eaton Recreation Centre reception, either in person by cash or card, or over the phone using a credit card. This can only be done during opening hours of the Centre. Once credit has been purchased it will then be added to the customer’s account and they will be able to start booking sessions.

Customers can book up to 14 days in advance. You can cancel a booking up until 7.15am each morning, after this time you will not be able to cancel either session. There are no refunds for bookings cancelled after this time.

If the child/children do not attend a session for any reason, no credit will be refunded.

If you are late collecting your child/children after our strict crèche closing time, then your account will be debited 1 session per child.

If the customer does not have any credits on their account at the time the Centre charges them additional sessions, then the account will go into deficit until the customer purchases more credits.

Customers who continually arrive after our closing time may be blocked from using our crèche services.

Customers must stay in the building whilst their child/children are in the crèche facility.