

Chatty Maths Terms and Conditions



Ethos, Vision and Aims

Our aim is to engage the children in mathematics through talk in a positive, fun atmosphere. The purpose of this is to increase children's confidence in themselves and in mathematics.

A) Places, Payment and Cancellations

1. All payments must be paid in advance. We do not have the option to pay on the day.
2. In the unlikely event that we would have to cancel a session, we would give you a credit towards future bookings.
3. If you are unable to attend a booked session, we do not offer a refund.
4. All bookings in advance of events are non-refundable.
5. Please also see Behaviour section below.

B) Behaviour, Health and Safety

1. We expect all children to **Be Kind** and **Be Fair**. The children will be reminded of this in each session.
2. Our activities are designed to be busy, active and enjoyable – usually this naturally leads to positive behaviour. Good behaviour is not rewarded as we believe that it should be expected.
3. In the unlikely event that issues do occur, the following will apply:
 - i. For minor incidents, a verbal warning will be given. If a cooling period is also required, this will be from 2 to 5 minutes to give the child a chance to calm and reflect. The child will then be allowed to re-join after 'making right any wrongs'. We will also inform the adult collecting the child or send a message. Examples of minor incidents may include provoking other children, use of offensive language, not following instructions and accidental harm caused by over-exuberant behaviour.
 - ii. For major incidents or continued minor incidents, a child will be refused access to any future sessions. This is to ensure other children can continue to enjoy the sessions, and for health and safety reasons. Refunds will not be given if this is applied. Examples of major incidents may include any physical contact with intent to harm or intimidate, intentionally damaging or theft of resources, comments that discriminate along the lines of race, gender, religion, sexual orientation and ability.
4. Please also see our [Health and Safety Policy](#)

C) Parental/Carer Attendance

1. Parents and carers can wait outside the room or return at the end of the session but we would prefer that parents do not enter the room itself, unless on planned occasions when we invite you in.
2. For Health and Safety reasons, including fire regulations our numbers are limited to the children who are booked in. We encourage the children to be independent and work only with necessary adult intervention – this helps the children grow their own self confidence.

D) Photography/Videos

1. We may take photos/videos from time to time to share our activities on social media or our website. We will try to avoid faces or anything that may identify the child, for example the child's name. Children will never be excluded from an activity if you do provide consent which we will seek at registration.
2. We ask that adults do not take photos in the sessions to protect the privacy of other children.

E) Drop-off, Collection and Late Pick-ups

1. As we will need to set up for the next session, or pack away for the day, we can have little tolerance for late pick-ups. If a child is collected more than 5 minutes after the end time on more than one occasion, unfortunately for the child, we will have to refuse future attendance. We will contact relevant authorities if a child is not collected.
2. It is the parent or carer's responsibility to ensure the child is dropped-off at and collected-from the room for the session. On registration, we will ask for the names of all the people who would likely collect the child – they must be at least 14 years old. Please notify us if you need to update this. Please do not be offended if we need to ask the collecting adult to wait whilst we check details.

Chatty Maths Terms and Conditions



3. No children will be allowed to leave or arrive on their own, even if the parent/carer requests this.

F) What to bring and what not to bring

1. We provide all resources but recommend children are dressed comfortably for standing and sitting on the floor.
2. We ask that mobile phones are not brought to the session. If they are, they should be handed in at the start of the session. They will be returned at the end. We will not take responsibility for any loss or damage.
3. Please do not bring any food or drink unless it has been advised or agreed to beforehand.

G) Safeguarding

1. The sessions are run by an adult who has a current DBS Enhanced Certificate. This is a criminal record check used for all people working with children for example in schools, youth services, the NHS and social services. This can be viewed on request. DBS replaced CRBs in 2012.
2. We are trained in safeguarding procedures and comply with the procedures outlined by the [London Safeguarding Children Board](#). As in schools, if we have a concern about a child, we would have a duty to report this. We would notify you of this unless we consider that this may put a child at further risk.
3. Please also see our [Safeguarding Policy](#).

H) Medical Needs and Inclusion

1. The sessions are age appropriate and we will do our best to accommodate any needs. It may be that stairs are required to access the session room. Details will be included on the website. We will ask for any needs we should be aware of during registration.
2. We will have a basic first aid pack on site and our facilitator will have current first aid training.

I) Data and Privacy

1. We will require details of the child for registration purposes and if we need to contact you in an emergency. We will never share this with any third party in accordance with the Data Protection Act 2018.
2. You can request to see what information we hold for you and for us to remove any information we have. We will contact you with details of our events until you unsubscribe.
3. Please also see our [Data Protection Policy](#)

J) Intellectual Property

1. All content and functionality on the website and in the sessions, including text, graphics, logos, icons and images and the selection and arrangement thereof is the exclusive property of Chatty Maths and is protected by English and international copyright laws.
2. We will not allow our resources to be removed from sessions unless we have given approval.

We may update these terms and conditions at any time without prior notice. The latest version will be on the website.

If you have any questions about these terms and conditions, then please contact us at info@chattymaths.co.uk.