

Terms and Conditions

Bailey's Bumblebees Ltd | Holiday activity and childcare provision | Privacy notice included

Effective date	25 October 2026
Provider and contact	Bailey's Bumblebees Ltd Ofsted URN 2 649 023 info@baileysbumblebees.com 07 966 502 059

Please read these terms before booking. They explain the agreement between Bailey's Bumblebees Ltd (we/us) and the parent or carer making the booking (you). The booking information you provide, these terms and any written arrangements agreed with us form the contract.

1. Booking

- A place is confirmed when we accept the booking and any payment due has been received. The age range and price are those shown for the chosen camp.
- You must have authority to book and must give us accurate, current information about the child, including contacts, collection arrangements, medical needs, allergies, medication, disability, SEND and support needs.
- We will consider reasonable adjustments and may discuss a care or safety plan before attendance where needed.

2. Payment and cancellation

- Fees and payment arrangements are those shown when you book. Tell us promptly if you need to cancel or change a booking.
- If you cancel, we may retain only a fair amount reflecting our actual loss, including whether the place can reasonably be filled and any costs saved. We will explain any deduction on request.
- Illness or non-attendance does not automatically entitle you to a refund, but the same fair-cancellation approach applies.
- If we cancel a session, we will offer a full refund for the cancelled service or, with your agreement, a transfer or credit.

3. Attendance and safety

- Children must be handed directly to staff and collected by an authorised adult. Tell us promptly about absence, late collection or a change of collector, and keep emergency contacts current.
- Children must not attend when too unwell to participate safely or where exclusion is required for infection control. Medication must be handed to staff with the required instructions and permission.
- We may provide first aid, seek medical help and contact emergency services when reasonably necessary.
- We may change activities for weather, safety or operational reasons. If we cannot provide the booked service, we will offer an appropriate refund, transfer or credit.

4. Safeguarding, behaviour and photographs

- Our safeguarding and parent-information documents form part of our arrangements and are available on our website or on request.
- We work with parents and consider individual needs. If behaviour creates a serious or immediate safety risk, we may require early collection, pause attendance while a safety plan is agreed, or end the booking. Any financial adjustment will be fair.
- Photographs or video are used only for an agreed purpose and with the appropriate permission. Optional publicity consent may be withdrawn at any time.

5. Responsibility and complaints

- We take reasonable care and maintain appropriate insurance. Nothing in these terms limits liability where it would be unlawful, including liability for death or personal injury caused by negligence or your statutory consumer rights.
- Raise concerns promptly with the venue lead or Dominic Bailey. Our Complaints Procedure explains the independent route for a concern involving Dominic Bailey and how to contact Ofsted.
- We may update these terms for future bookings. We will notify you of a material change affecting an existing booking and will not remove rights unfairly. English law applies.

Privacy Notice

Last updated: 25 October 2026. This notice explains how Bailey's Bumblebees Ltd uses personal information about children, parents, carers and emergency contacts. Bailey's Bumblebees Ltd is the data controller. Contact info@baileysbumblebees.com or 07 966 502 059 with privacy questions.

Information we collect and why

We collect contact and emergency details; the child's identity and date of birth; booking, payment, attendance and collection records; health, allergy, medication, disability, SEND and care information; and relevant safeguarding, incident, complaint and photograph records. We use it to provide the service, keep children safe, meet individual needs, communicate with you, manage payment, comply with legal and Ofsted duties and handle claims.

Our legal bases include contract, legal obligation, legitimate interests, vital interests and, where appropriate, consent. Health, disability and some safeguarding information is used only where an additional lawful condition applies.

Who we share information with

We share only what is necessary with authorised staff; Wix and other booking, payment, email, IT and professional providers; venues or activity providers where needed; health and emergency services; insurers; and safeguarding, regulatory or legal bodies including the local authority, Ofsted and police. We do not sell personal information. Appropriate safeguards are used for required overseas transfers.

How long we keep it and how we protect it

We use appropriate access, system and physical safeguards. Records are kept only as long as needed for the service, legal and regulatory duties, safeguarding, insurance and possible claims, then securely deleted or anonymised.

Your rights

Depending on the circumstances, you may ask for access, correction, deletion, restriction, objection or portability and may withdraw consent. We normally respond without charge but may verify identity.

Questions and complaints

Contact info@baileysbumblebees.com. You may also complain to the Information Commissioner's Office at ico.org.uk or 0303 123 1113. Please tell us when information changes. Our related policies are available online or on request.