

Active8 Minds Terms and Conditions

Updated: 2026

Introduction

Throughout these Terms and Conditions, "Active8 Minds", "we", "us", and "our" refer to Active8 Minds and its coaching team.

For information on how we collect, use and store personal data, please refer to:
<https://active8.wraparoundcarebooking.co.uk/GetStarted/Terms>

1. BOOKINGS

1.1 All bookings must be made through the online booking portal. By making a booking, you agree to pay all applicable fees within the specified timescales and accept these Terms and Conditions.

1.2 If a booking is made at an incorrect price due to an administrative or technical error, Active8 Minds reserves the right to cancel and correct the booking.

1.3 To attend any Active8 Minds club or activity, parents/guardians must register through the online booking portal and complete the relevant booking.

1.4 Except where a valid doctor's note is provided, missed sessions are non-refundable. When a booking is made, a place is reserved specifically for your child and staffing levels, resources, and operational arrangements are planned based on confirmed booking numbers. As these costs are committed in advance, full payment remains due regardless of attendance.

1.5 Places at some venues are limited and allocated on a first-come, first-served basis.

1.6 New term bookings will normally open 3–4 weeks before the final session of the current term.

2. PAYMENTS

2.1 All club and session fees must be paid within the published payment timeframe stated on your invoice.

2.2 All bookings require payment before attendance by either full payment or a minimum 50% upfront payment. Alternative arrangements may be offered at our discretion.

2.3 Charges apply to each session booked. Refunds will not be issued for school closures or circumstances beyond our control.

2.4 Accepted payment methods are online payments, childcare vouchers, Tax-Free Childcare and bank transfers.

2.5 Selecting childcare vouchers as a payment option does not automatically transfer funds. Parents remain responsible for arranging payment with their voucher provider.

3. CANCELLATIONS

3.1 Active8 Minds will make every effort to deliver all sessions as scheduled. If a session is cancelled by Active8 Minds due to unforeseen circumstances, an alternative session, credit note or refund may be offered at our discretion.

3.2 If your child is unable to attend a booked session, refunds or credits will not normally be provided. By making a booking, you reserve a place that may prevent another child from attending, and Active8 Minds incurs staffing, venue, and operational costs based on confirmed booking numbers. These costs are incurred whether or not a child attends. Exceptions may be made where a valid doctor's note or medical certificate is provided in accordance with clause 3.6.

3.3 Active8 Minds is not liable to provide refunds or credits where sessions are cancelled due to school closures.

3.4 Refunds or credits will not be provided if a session is cancelled because the school or venue closes due to adverse weather conditions.

3.5 If you cancel a booking after the free cancellation period and payment has not yet been received, you remain liable for the full cost of the booked sessions.

3.6 If your child is unable to continue attending due to illness or injury and a valid doctor's letter or certificate is provided, Active8 Minds will offer a refund or credit for remaining unused sessions.

3.7 All bookings include a free cancellation period of 4 hours from the time of booking.

4. CHARGES AND DEBT RECOVERY

4.1 If payment is not received within the agreed timescale, additional charges may apply.

4.2 Late payment charges consist of 10% of the outstanding balance plus a £25 administration fee. Accounts in arrears may be subject to booking restrictions.

4.3 Unpaid accounts may be referred to a third-party debt collection agency. Associated recovery costs may be added to the outstanding balance and could affect your credit rating.

5. LATE COLLECTION CHARGES

5.1 A late collection occurs from one minute after the published session finish time as recorded by staff.

5.2 Charges are £10 for the first 5 minutes (or part thereof) and £1 per minute thereafter.

5.3 Late collection fees must be paid within 7 working days.

5.4 Parents/guardians should notify staff as soon as possible if they expect to be late.

5.5 Frequent or persistent late collections may result in removal from the club without refund.

6. GENERAL TERMS

6.1 Active8 Minds holds public liability insurance of at least £5 million.

6.2 We accept no responsibility for loss, theft or damage to personal property.

6.3 Children may only participate where a valid booking exists.

6.4 Active8 Minds will make reasonable adjustments to support participation; however bullying, abusive language, disruptive behaviour or inappropriate conduct may result in dismissal without refund.

6.5 Sessions may be altered, relocated or cancelled due to low attendance, weather conditions, equipment issues, facility availability or health and safety considerations.

6.6 Children must be collected by an authorised adult named on the booking information.

6.7 Written consent is required where a child is permitted to travel home independently.

6.8 Written parental consent is required if a person under 18 is collecting a child.

6.9 For safeguarding reasons, children will only be released to authorised individuals.

6.10 Active8 Minds will endeavour to uphold the behaviour and conduct policies of the host school or venue.

6.11 Photographs or videos may occasionally be taken for promotional purposes where consent has been provided.

6.12 Images and videos will not be sold or distributed to third parties and will only be used for approved promotional purposes.

6.13 Parents, guardians and customers are expected to communicate responsibly when posting online about Active8 Minds. Content that is false, defamatory, abusive, discriminatory, threatening or otherwise intended to damage the reputation of Active8 Minds, its staff or services may be reported to the relevant platform and, where appropriate, to the relevant authorities.

6.14 If a booking is made for a child below the minimum age requirement, the booking may be cancelled and a refund issued. If discovered after attendance, the child must be collected immediately.