



## Parent Handbook

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Welcome to Create, Imagine and Learn. This handbook outlines our policies and procedures to ensure a safe, inclusive and enjoyable experience for all families.

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### **Create, Imagine and Learn**

Email: [info@createimagineandlearn.co.uk](mailto:info@createimagineandlearn.co.uk)

Website: [www.createimagineandlearn.co.uk](http://www.createimagineandlearn.co.uk)



## Terms & Conditions

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### Parental Responsibility

Parents/carers remain fully responsible for the care, supervision and behaviour of their child at all times. Children must not be left unattended and parents/carers must not leave the premises without their child.

### Health & Allergy Information

Parents/carers must inform us of any allergies, medical conditions or additional needs prior to attendance and keep us updated of any changes. Food-based sensory materials may be used.

### Illness Policy

Children or adults who are unwell should not attend sessions. This includes sickness and diarrhoea (within 48 hours), high temperature or contagious illness.

### Refund Policy

All booked sessions are strictly non-refundable.

### Photography & Media

Photographs or videos may be taken for marketing purposes including our website and social media. If you do not consent to images of your child being used, you must inform the session leader.

### Force Majeure

We are not liable for cancellations due to circumstances beyond our control including severe weather, venue closure, illness or government restrictions.

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## Safeguarding Policy

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Create, Imagine and Learn is committed to safeguarding and promoting the welfare of children. Concerns will be handled in line with UK safeguarding guidance and recorded appropriately.

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## First Aid Policy

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A qualified Paediatric First Aider is present at sessions. A first aid kit is available at all times. Emergency services (999) will be contacted where necessary and incidents are recorded.

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## Food Safety Policy

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Food-based sensory materials are prepared in line with food hygiene guidance. Ingredients are clearly labelled. While precautions are taken, an allergen-free environment cannot be guaranteed.

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## GDPR Privacy Policy

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### Data We Collect

We collect parent/carer contact details, child information (including allergies/medical needs), and booking/payment information via Wix Bookings.

### How We Use Your Data

Your information is used to manage bookings, ensure child safety, communicate about sessions and meet legal obligations.

### Data Storage

Data is stored securely within Wix and/or secure password-protected systems. We do not share your data with third parties unless legally required.

### Retention

We retain information only for as long as necessary for business or legal purposes.

### Your Rights

Under UK GDPR, you have the right to access, correct or request deletion of your data. Requests can be made via email.

### Contact

For data protection queries, contact: [info@createimagineandlearn.co.uk](mailto:info@createimagineandlearn.co.uk)

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