

Monthly membership

I understand that Explore Learning works as a monthly membership explained more fully here:

explorelearning.co.uk/your-membership

- I agree to pay the fees each month in advance. I understand that to cancel or amend my membership I need to give notice in writing to my Explore Learning centre on or before the 23rd of the month. This will cancel my membership as of the 1st of the following month. If I do not inform the management team by this date, I will be liable to pay the next month's membership in full.
- I agree to provide at least 7 days' notice should I need to cancel or rearrange a booked session.
- Please read and adhere to Explore Learning company [Policies and Procedures](#) and [Explore at Home Safeguarding Policies](#) and Procedures.
- Explore Learning will collect and process your personal data for the purposes of your membership. Full details on the collection, retention, sharing and deletion of this information can be found in our [Privacy Policy](#).
- I will update the management team with any changes to my child's medical or educational needs, personal, and emergency contact information where applicable.
- I will disclose any changes to family circumstances that impact arrangements for my child/ren such as parental access, those with parental responsibility and living arrangements
- I agree to my child/ren participating in online 1:1 or group sessions, and/or in centre sessions
- I agree to provide a password that myself (or others I nominate) may be prompted to use in connection with my Explore Learning membership.

If your child attends online sessions

- Communication with staff should be via your email address, not your child's.
- You should consider where your child's session is being held, and that no personal information is visible in the background; avoid holding sessions in bedrooms.
- Your child should be fully clothed and dressed appropriately for their sessions.
- Children under the age of 8 are supervised at home by an over 16 when undertaking a session.
- An adult should always be at home for feedback at the end of the session and available to provide support or respond in an emergency.
- Comments posted in group sessions will be seen by others.
- Links/invitations to sessions are never shared with anyone else.
- Any concerns are reported to the Tutor who can put you in touch with a Manager.

If your child attends centre-based sessions

- Please do not bring your child to the centre if he/she is ill or infectious. Staff will adhere to [NHS guidance](#).
- If your child requires medication that may need to be administered whilst in centre, please provide a manager with in-date, labelled medication. An Emergency Treatment Permission Form must be completed with staff on enrolment.
- Please refer to centre procedures on evacuating in the event of a fire or emergency. Should your child need additional support during an evacuation, a Personal Emergency Evacuation Plan will be implemented
- In an emergency, our staff may administer necessary emergency advice or treatment to your child/ren. Staff will attempt to contact you in the event of an accident or emergency but if we are unable to do so, we will need to take the necessary action. At least one member of staff onsite is first-aid trained.

For more information about keeping children safe online, please refer to our [online safeguarding advice section on our website](#).