

## Terms & Conditions

### KARIBU Education Limited Trading as KAPLA CLUBS UK

#### THESE TERMS

**What these terms cover.** These are the terms and conditions on which we supply products to you, whether these are goods or services.

**Why you should read them.** Please read these terms carefully before confirming your booking. These terms tell you who we are, how we will provide our products to you, how you and we may change or end the contract, what to do if there is a problem and other important information. If you think that there is a mistake in these terms or require any changes, please contact us straight away.

#### INFORMATION ABOUT US AND HOW TO CONTACT US

**Who we are.** We are KARIBU EDUCATION Limited, Trading as KAPLA CLUBS UK, a limited company registered in England and Wales. Our company registration number is 14745620 and our registered office is *1 The Briars, Waterberry Drive, Waterlooville, Hampshire, PO7 7YH.*

We are based in Cambridgeshire, our address is *28A High Street, Croydon, Royston, Cambridgeshire. SG8 0DN*

Our registered VAT number is 455028304

**What we do.** We provide STEM construction workshops to schools, individuals or any other organisation at any party, social gathering, event or celebration taking place at your home or your chosen venue providing it is suitable to run our workshops.

**How to contact us.** You can contact us by phone on 07528 192636 or by writing to us on the following address: *28A High Street, Croydon, Royston, Cambridgeshire. SG8 0DN* or by email: *kaplaclubs@gmail.com*

**How we may contact you.** If we have to contact you, we will do so by telephone or by writing to you at the email address or postal address you provided to us in the booking form. Please make sure to provide us with a mobile number we can reach you on in case of emergencies.

**"Writing" includes emails.** When we use the words "writing" or "written" in these terms, this includes emails.

#### OUR CONTRACT WITH YOU

##### Making and confirming a booking

All bookings are accepted on a provisional basis. Once we have agreed on a suitable and available date, we will email you a booking form and the invoices (deposit and balance) to secure your booking.

Once we have received your booking form and the non refundable 25% deposit, a contract will come into existence between you and us.

We will contact you to confirm the booking and send you more information about the workshops only when the form is completed and the non refundable deposit is paid. Until the booking form and the deposit is received, we reserve the right to cancel your booking. The non refundable deposit needs to be paid within 14 days of receiving the invoice. The balance is due by the last day of the workshop.

**If we cannot accept your order:**

If we are unable to accept your order, we will inform you of this in writing and will not charge you for our Services.

**VAT and carpark charges:**

Please note that we charge VAT for all workshops and the organisation booking the workshops is liable to pay for any parking fees if there are no free car park onsite. This may **not** be included in your quote.

**CHANGES AND CANCELLATIONS:**

**Changing the number of children on a booking:**

If the number of children increases after you have booked, you must notify us straight away. We will send you an invoice for the extra children or amend the balance accordingly, as we charge a fee per child and it is a hands on activity.

If the number of children taking part decreases before the workshop or if you have any absent children on the day, we are not able to offer a refund.

**Changes to your Booking made by us :**

There maybe circumstances beyond our control whereby we may need to reschedule your workshop. This is very unlikely but can happen, for examples if the facilitator becomes ill, experiences travel difficulties due to adverse weather conditions or travel disruption. Should any such situation arise, we will make every effort to minimise disruption and replace with a suitable and comparable alternative, which will be discussed with you beforehand. If this is not possible we will arrange to reschedule the workshops or provide a credit note.

**Cancellations and Make-ups**

We appreciate that you may want to change the date of your workshop due to unforeseen circumstances. However, we operate a very full timetable with schools booking up to a year in advance. Changing the date of your workshops results in a loss of income for us as we will be unlikely to fill the space with such short notice.

Please check that there are no clashes in your calendar as once the date is confirmed and you have paid the deposit, we will be unable to refund the deposit.

**Payment terms, cancellations and changes of dates will be as follows:**

(a) to confirm your booking, a non refundable 25% deposit is due within 14 days of the date of our invoice. The balance is due by the last date of the workshop.

(b) If we cancel your booking, a full refund will be issued or we can rebook you for another date

(c) *If the organisation  **Cancels** the Services*

(i) **more than 60 days** before the date the Services are to be delivered, the 25% deposit will not be refunded, but the balance invoice will be voided. If accommodation has already been booked and cannot be refunded or if there are any charges for cancelling our travel arrangements, the fees will be payable by the school/organisation and will be invoiced separately. We will provide proof of the charges for the accommodation.

(ii) With **less than 60 days** notice, the full amount of the invoice will become due.

(d) *If the organisation wishes to **change** the date of the workshop:*

(i) **more than 60 days** before the date the Services are to be delivered: an £80 admin fee will be charged and we will rebook you for another date which could be the next academic year. If accommodation has already been booked and cannot be refunded or if there are any charges for cancelling our travel arrangements, the fees will be payable by the school/organisation and will be invoiced separately. We will provide proof of the charges for the accommodation.

(ii) With **less than 60 days** notice, the 25% deposit will not be refunded, but the balance invoice will be voided. If accommodation has already been booked and cannot be refunded or if there are any charges for cancelling our travel arrangements, the fees will be payable by the school/organisation and will be invoiced separately. We will provide proof of the charges for the accommodation. We will then rebook your workshop for a suitable date which may be the next academic year.

#### **Late balance payment:**

The balance for your workshop is due by the last day of the workshop. If payment is not received within 2 weeks of the workshop then a 10% surcharge will be applied and invoiced separately.

#### **PROVIDING THE SERVICES**

We will begin our Service on the date set out in the order form or such other date as agreed with you during the order process.

**We are not responsible for delays outside our control.** If our supply of the Services is delayed by an event outside our control then we will contact you as soon as possible to let you know and we will take steps to minimise the effect of the delay. Provided we do this we will not be liable for delays caused by the event, but if there is a risk of substantial delay you may contact us to end the contract and receive a refund for any Services and products you have paid for but not received.

#### **Managing Workshops :**

We offer a complete hands on activity and what we do is unique. In order to give you the best experience possible, we ask that when booking a workshop with us, you take necessary steps to provide at least 3 adults if you have up to 25 children in a session, and 4 adults if you have more than 25 children. This can be teachers, Teaching assistant or any other adults available. Please consider inviting parents in for the morning, or the full day to help out.

It is the organisations responsibility to manage the student's behaviour whilst the facilitator is undertaking a workshop. As well as enhancing safety, this enables the facilitator to focus on artistic tasks with the pupils and enables students to learn valuable skills.

**What to do if you think an invoice is wrong.** If you think an invoice is wrong please contact us promptly to let us know.

**Amendments**

We may update these Terms and Conditions from time to time. The changes will apply to any bookings made after we have amended our Terms and Conditions. If you do not wish to accept the new Terms and Conditions you should not make any further bookings. If you make any bookings after the date on which the changes come into effect this will indicate your agreement to be bound by the new Terms and Conditions.