



The Daffodil Project CIC – Terms and Conditions for Session Bookings

These Terms and Conditions apply to all bookings, sessions, activities, services and invoices issued by The Daffodil Project CIC. By booking sessions or accepting services, parents/carers, schools, local authorities and commissioning organisations agree to these Terms and Conditions.

1. Bookings and Payments

All sessions must be booked in advance.

Unless otherwise agreed in writing, all invoices must be paid within 14 days of the invoice date. Where requested, sessions must be paid in full before attendance.

Payment should be made by bank transfer only using the invoice number and child's initials as the payment reference. No exception and for the full and complete invoice amount.

Payment Reference Example:

Invoice No. 0146 – JS (Children's Initials)

If paying from a school the reference requires is:

Invoice No. 0146 – JS (Children's Initials) – ABC Primary School (Children's School)

Bank Details

Account Name: The Daffodil Project CIC

Sort Code: 82-12-08

Account Number: 60029104

Receipts are available upon request.

Failure to pay invoices within the agreed timescale may result in suspension or withdrawal of services until the outstanding balance has been cleared.

Where a trial session has been offered these are a mandatory 1.5 hours free trial session unless pre-agreed verbally or in writing any time above this will be chargeable by the Daffodil Project cic.

2. Cancellations, Refunds and Non-Attendance

All cancellations must be made verbally and/or in writing no less than 24 hours before the scheduled session.



Due to the specialist nature of our provision, staffing is allocated according to each child's assessed needs and required support ratios. Once sessions have been booked and staffing has been arranged, the full session fee remains payable, regardless of whether the session is attended or cancelled.

Refunds are not automatic and remain entirely at the discretion of The Daffodil Project CIC.

Refunds may be refused where:

- Staff and resources have already been allocated.
- A session place has been reserved.
- Adequate notice has not been provided.
- Repeated cancellations or non-attendance occur.

In exceptional circumstances, including serious illness or emergencies, The Daffodil Project CIC may, at its sole discretion, offer a credit, partial refund or alternative session.

Failure to attend a booked session without prior notification will be treated as a non-attendance and the full session fee will remain payable, this includes each and every session not cancelled by the parent or school and the entire invoice will be still be payable.

Repeated cancellations, non-attendance or non-payment may result in future bookings being refused or existing placements being withdrawn.

3. Centre Closures and Unforeseen Circumstances

The Daffodil Project CIC reserves the right to cancel, postpone or amend sessions due to circumstances beyond its reasonable control, including but not limited to:

- Severe weather
- Staff illness
- Safeguarding concerns
- Animal welfare issues
- Site safety concerns
- Utility failures
- Infectious disease outbreaks
- Other emergency situations

Where The Daffodil Project CIC cancels a session, an alternative session, credit or refund will be offered at the Managing Director's discretion.



4. Medical Information and Health

Parents and carers must provide accurate and up-to-date information regarding:

- Medical conditions
- Allergies
- Medication requirements
- Dietary requirements
- Behavioural needs
- Known risks or triggers
- Emergency contact details

It is the responsibility of the parent or carer to notify The Daffodil Project CIC of any changes before each session.

Children displaying symptoms of infectious illness may be refused attendance to protect other children, staff and visitors.

5. Behaviour, Supervision and Safeguarding

Children attending The Daffodil Project CIC will be supervised by appropriately trained staff in accordance with our staffing ratios and safeguarding procedures.

The Daffodil Project CIC provides positive behaviour support and works collaboratively with parents, carers, schools, local authorities and other professionals wherever appropriate.

Where a child's behaviour presents a significant risk to themselves, other children, staff, visitors, animals or property, The Daffodil Project CIC reserves the right to end the session immediately and may suspend or terminate future placements following review, payment will still be required for Sed sessions.

6. Collection and Departure

Parents, carers or authorised persons are responsible for ensuring children are collected promptly at the agreed finish time.

Persistent late collection may result in additional charges to cover staffing costs.

Children will only be released to authorised individuals identified on the registration documentation unless alternative arrangements have been agreed in advance.

7. Photographs, Consent and Data Protection



Photographs, videos and recordings will only be taken where the appropriate consent has been provided.

Personal information is stored securely and processed in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Consent may be withdrawn at any time by contacting The Daffodil Project CIC in writing.

8. Personal Property and Liability

The Daffodil Project CIC cannot accept responsibility for loss, theft or damage to personal belongings brought onto the premises.

Whilst every reasonable precaution is taken to provide a safe environment, participation in outdoor, animal-assisted and sensory activities carries an element of inherent risk. By attending sessions, parents and carers acknowledge these risks.

Children should attend wearing suitable clothing and footwear appropriate for indoor, outdoor and animal-based activities.

9. Funding Arrangements

Where sessions are funded by a school, local authority, EHCP funding or another commissioning organisation, responsibility for payment remains with the commissioning organisation unless otherwise agreed in writing.

Should funding cease or be withdrawn, outstanding fees remain payable.

All invoices require payment, regardless of funding channels within 14 days of invoicing.

10. Amendments to these Terms and Conditions

The Daffodil Project CIC reserves the right to amend these Terms and Conditions at any time.

The most recent version will always apply and will be made available to parents, carers and commissioning organisations upon request.

Acceptance of Terms



By booking or attending sessions with The Daffodil Project CIC, parents, carers, schools, local authorities and commissioning organisations confirm that they have read, understood and agree to these Terms and Conditions.