

Referral Conditions

1. Your booking is with The Willows (Child Development) Ltd.
Registered office: Unit 4, 40-46 Willow House, Mildenhall, Suffolk, IP28 7HB. Company registration number 12131879
2. Facilitators are DBS checked, safeguard and First Aid qualified and have qualifications and/or experience in working with children and young people. All activities are risk assessed and The Willows (Child Development) Ltd has public liability insurance for £5 million.
3. Our referral documents request information on relevant medical conditions and the reasons for the referral. They also incorporate photo consent. Consent for overnights and expeditions will be sent to referring agencies and parents/guardians when required.

Termination of Programme

4. Cancellation of a programme can be made by The Willows Child Development or the Referral Agency. The Willows Child Development will request to stop a programme if the student consistently threatens or has assaulted staff or other students with violence. This will happen with immediate effect with the involvement of the police depending on the seriousness of the assault.
5. We require two weeks' notice (10 working days) from the referral agency for the student's programme to be terminated. A refund will not be offered for booked spaces on the programme.

Temporary cancellations by The Willows Child Development Ltd

6. The Willows (Child Development) Ltd reserves the right to change or cancel a programme due to circumstances outside its control and where it is deemed that students and staff may be put at risk. Circumstances include (but are not limited to) adverse weather conditions such as heavy snow, high winds and flooding. In the event of a cancellation out of our control, The Willows Child Development will not offer a refund.

Substantial provider statement

The Willows Child Development can deliver up to 15 hours of provision per week to supplement a child or young person's main education. We are not the sole provider, and all young people must also be engaged in mainstream school, another provision, or home education that delivers the majority of their education. Please inform us immediately if we become the main or sole provider.

How to pay

To make a deposit or balance payment by BACS:

Name: The Willows (Child Development) LTD

Sort code: 30-98-97

Account Number: 77593668

Our Ref: Please reference the CYP initials, your school/organisation name and date of the event