

## Information for parents

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### Joining Geckos

Our sessions are suitable for all levels from beginners to advanced climbers. For some sessions (please check the website for up-to-date information), there is a waiting list. If you wish to add your child's name to the waiting list please e-mail us, stating the preferred session, the child's name and age (minimum age 9 please) and your contact details. Unfortunately, it is not possible to give a precise waiting-time, as this depends on the speed of other kids' progressing onto the intermediate/advanced session.

### Parental Consent.

Geckos' insurance policy requires all kids climbing on the regular Geckos' sessions to have been given explicit parental consent by a parent/guardian. In normal circumstances this will be completed online (and is contained within our terms and conditions), though copies of the form can be downloaded from the website (in pdf format) or from behind reception at The Castle.

### Bookings & payment.

All our bookings and payments are now made online through our website. Full details and terms and conditions will be sent once your child has been signed up for classes. Payment is usually made in blocks of five (which offers a small discount), and these can either be allocated *en bloc*, or as and when required. Bookings must be made at least 48 hours in advance.

### Cancellations

All sessions can be cancelled up to 48 hours in advance, by the customer themselves within BookingBug. In these circumstances, customers have the option to rebook or have the cost of the session refunded in full.

Cancellations less than 48 hours in advance are not possible, except in exceptional circumstances (e.g. serious illness). In this instance please contact [kidsclub@geckos.co.uk](mailto:kidsclub@geckos.co.uk) by email or telephone 07827 785448.

### Dropping off and collecting kids.

Please can all parents, guardians or those delivering or collecting children for Geckos' sessions, ensure that they sign in at reception. It is a health and safety requirement that ALL PERSONS ENTERING THE BUILDING MUST SIGN IN, even if they will only be there for a few moments. If there is a large queue at reception, ask one of the Geckos instructors for the registration form. Please try and keep reception as free as possible, as it can get very crowded.

Please can you ensure that no child is left unsupervised at The Castle, either before or after Geckos' sessions. Under 12 year olds will not be allowed to make their own way home at the end of sessions, unless we have written consent from parents.