

Gan Together Programme | Terms and Conditions



1. Agreement

These terms and conditions govern participation in the 'Gan Together' programme at Rainbow Hub, operated by Rainbow Nursery Ltd (The Company). By enrolling, the accompanying adult acknowledges that they have read, understood, and agree to comply with all conditions outlined herein.

2. Enrolment and Fees

- **Trial Session:** A trial session may be booked once at a rate of 100 ILS.
- **Block Enrolment:** Following the trial session, participants must purchase a block of sessions or book individual sessions at a rate of 150 ILS per session.
- **Block Costs:** If enrolment occurs after the block has commenced, the full block cost applies; no reduction will be offered.
- **Payment:** Full payment is required upon enrolment and is non-refundable unless the programme is cancelled by The Company.

3. Attendance and Participation

- **Accompanying Adult:** An adult must accompany each child throughout the session and is responsible for the child's supervision and safety.
- **Absences:** Missed sessions by participants are non-refundable and cannot be rescheduled.
- **Facilitator Guidance:** The accompanying adult must follow all directions and guidance provided by the facilitator without question.

4. Health and Safety

- **Health Policy:** Children and accompanying adults showing signs of illness must not attend sessions. The Rainbow Nursery Exclusion policy applies.
- **Safety Compliance:** All safety rules and instructions must be adhered to by participants and accompanying adults.

5. Cancellation and Rescheduling

- **By The Company:** Sessions may be rescheduled due to unforeseen circumstances such as facilitator illness or external events. If rescheduling is not possible, a session may be added at the end of the block.
- **By Participants:** No refunds for cancellations by participants. Partial cancellations are not permitted.

6. Liability

- **Responsibility:** The Company is not liable for injuries, illnesses, or damages during participation. The accompanying adult is responsible for the child's safety and behaviour.
- **Personal Belongings:** The Company is not responsible for lost or damaged personal items.

7. Conduct and Behaviour

- **Expectations:** Respectful and appropriate behaviour is required from all participants and accompanying adults.
- **Building Rules:** All building rules must be followed for the safety of everyone. This includes folding buggies and strollers, leaving them in the designated area, not bringing outside food (except milk or food from the Rainbow Café), and adhering to safety measures such as closing doors and securing stair gates.

8. Photography and Video Recording

- I. **Consent:** By enrolling in the Gan Together programme, participants and accompanying adults consent to the taking of photographs and videos during sessions. These may be used to showcase the programme's activities and for promotional purposes on various platforms.
- II. **Opt-Out Procedure:**
 - a. Participants who do not wish their child to be photographed must inform the Hub Manager in writing prior to attending the session.
 - b. These participants must also inform the facilitator and other families at the beginning of each session that their child may not be included in photos or videos.
- III. **Responsibility:** Failure to follow the opt-out procedure may result in inadvertent photos or videos being taken and used by the Company or other attending families. The Company cannot be held responsible in such cases.
- IV. **Usage:** The Company reserves the right to use any photographs or video footage for promotional, educational, or archival purposes without additional consent or compensation, unless an opt-out request has been properly submitted and acknowledged.
- V. **Other Participants:** Accompanying adults are reminded to be respectful of other participants' privacy and obtain permission before taking or sharing photos/videos that include other children.

9. Complaints Procedure

1. **Informal Resolution:** Discuss the issue with the facilitator or Hub staff member.
2. **Formal Complaint:** If unresolved, submit a written complaint to the Hub Manager within 7 days of the incident.
3. **Investigation:** The Hub Manager will investigate and respond within 14 days.
4. **Appeal:** If unsatisfied, appeal in writing to the Rainbow Ltd Director within 7 days of receiving the Hub Manager's response.
5. **Final Decision:** The Director will review and provide a final decision within 14 days.

10. Modifications and Governing Law

- **Changes to Terms:** The Company reserves the right to modify these terms and conditions. Participants will be notified of significant changes.
- **Law:** These terms are governed by Israeli law.

11. Severability

If any provision of these terms is found to be unenforceable, the remaining provisions will continue to be valid and enforceable.

12. Agreement

By enrolling in the Gan Together programme, the accompanying adult acknowledges that they have read, understood, and agree to comply with these terms and conditions.