



Workshop Terms and Conditions

Purpose and Agreement

These terms and conditions govern the participation in The Rainbow Hub Workshop programme at Rainbow Nursery Ltd. By agreeing to these terms, participants and their parents/guardians (if relevant) acknowledge that they have read, understood, and promise to adhere to all conditions outlined herein. These terms are designed to ensure a safe, respectful, and enjoyable environment for all participants and staff.

Booking and Participation

Workshop Attendance

- Participants must arrive on time for workshops. Late arrival (10 minutes or more) may result in refused entry for that session at the workshop leader's discretion.
- Suitable clothing appropriate for the specific activity must be worn.
- Participants are restricted to the second floor during workshops and may not enter classrooms or other areas of the building.

Supervision Requirements for children

- For children under 3 years old, a parent/carer must remain inside the activity room or may wait just outside the door in the waiting area on the 2nd floor (unless otherwise stated)
- One adult can be responsible for up to 3 children only
- For children 3 years and older, parents may wait in the ground floor cafe if comfortable with their child using the restroom independently. Parents must answer the phone immediately and return to the room if contacted by The Hub.
- For children over 10 years old, parents must answer the phone immediately and return within 15 to the room if contacted by The Hub. They do not need to wait onsite during the workshop

Health and Safety

- Children who are unwell or have recently been ill should not attend, as per the Exclusion Policy on the Rainbow Nursery website.
- Participants and accompanying persons agree to follow all safety rules and instructions.
- Respectful and appropriate conduct is required at all times.
- Anyone accompanying children into workshops cannot take or make phone calls inside the workshop space.

Food and Beverages

- Coffee and refreshments from the cafe may be brought into the second floor areas, but no other foods from outside are permitted.
- Rubbish must be put into bins at the end and not left lying around.
- Any spillages must be cleaned up; a spills box is available at the 2nd floor drinks station.

Buggies and Strollers

- No buggies or strollers may enter the building. These must be left outside in the designated buggy areas.
- Failure to adhere to this could result in cancellation of sessions, with only a partial 50% refund for any remaining sessions.

Cancellation and Refunds

By Participants

- For ongoing workshops, one full calendar months' notice is required to cancel attendance.
- One-off sessions can be cancelled up to two weeks prior for a 50% refund.

By Workshop Leaders

- If a workshop leader cancels, an alternative session will usually be provided.
- If an alternative session is not feasible, a credit will be issued.

Liability

- Any equipment, materials, or resources damaged by participants or accompanying persons must be paid for in full.
- Rainbow Daycare is not responsible for personal belongings brought to workshops.
- While we have insurance, we cannot be held liable for injury or accidents sustained, especially as a result of not following safety rules or building regulations, whether these were issued verbally or written on a sign.

Participant Behaviour

- This refers to people taking the workshops and anyone else who is accompanying them
- Instances of inappropriate behaviour will be referred to the Hub Manager for review.
- Sanctions may include:
 1. A warning letter outlining expectations
 2. Termination of service for repeat issues
- The Hub reserves the right to cancel attendance immediately for serious breaches, including but not limited to:
 - I. Shouting at or threatening a team member
 - II. Any behaviour deemed a serious breach by the Hub Manager

Complaints Procedure

1. **Informal Resolution:** Discuss the issue with the workshop leader 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.

Additional Clauses

Intellectual Property

All materials provided during workshops remain the property of The Rainbow Hub and may not be reproduced without permission.

Modifications to Terms

The Rainbow Hub reserves the right to modify these terms and conditions. Participants will be notified of any changes.

Governing Law

These terms and conditions are governed by Israeli law.

Severability

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

By agreeing to these terms, you acknowledge that you have read, understood, and will comply with all stated conditions for participation in The Rainbow Hub programme.