



PLANTED VOICES

Terms and Conditions

Effective Date: March 2026

Version: V1.0

1. INTRODUCTION

These Terms and Conditions ("Terms") govern your registration and participation in the Planted Voices May Programme (the "Programme"). By registering your child for the Programme, you (the "Parent" or "Guardian") agree to be bound by these Terms.

Programme Provider: Planted Voices, operated by Aysha Powell Contact Email: weareplantedvoices@gmail.com

Planted Voices is a confidence, communication and public speaking programme for children aged 7–11, rooted in positive values including kindness, respect, encouragement, integrity and courage.

Our programme is inspired by a faith-based ethos and may include short reflective moments, music or discussions that reflect these values. We warmly welcome children and families of all faiths, backgrounds and beliefs. No child will ever be required to participate in any religious activity, and parents are encouraged to contact us with any questions before booking.

Safeguarding Commitment The safety and wellbeing of every child is our highest priority. Planted Voices operates within a robust safeguarding framework that includes Enhanced DBS-checked staff and volunteers, appropriate supervision ratios, and safeguarding procedures designed to ensure a safe and supportive environment for all participants.

2. PROGRAMME DETAILS

2.1 Main Programme

Programme Name: Planted Voices May Programme

Dates: 26 – 28 May 2026

Times: 9:00 AM – 3:00 PM daily

Location: The Programme will take place at a community venue in Purley.

For safeguarding and security purposes, the full venue address and arrival instructions will be provided only to parents/guardians who have completed registration and booking confirmation.

This measure is in place to help ensure the safety and safeguarding of all participating children and staff.

Age Range: 7 – 11 years old

Maximum Capacity: 20 children

2.2 Free Online Taster Session

Planted Voices offers a complimentary 30-minute online taster session for prospective participants and their parents or guardians prior to booking.

The taster session is provided free of charge and carries no obligation to book the full programme. It is designed to give children and families the opportunity to experience the Planted Voices approach and ask any questions before committing to the programme.

Attendance at a taster session does not constitute registration or reserve a place on the programme. Places on the programme are only secured upon receipt of full payment as outlined in Section 3.

3. REGISTRATION AND PAYMENT

3.1 Registration Process

Registration is completed via online booking form or email confirmation. Spaces are allocated on a first-come, first-served basis upon receipt of full payment.

3.2 Fees

Standard Programme Fee: £120 per child (£40 per day) for the full 3-day programme.

Early Bird Offer: £90 per child when all 3 days are booked and paid in full before 1st May 2026 (saving £30). The Early Bird price also includes a Planted Voices Tote Bag and take-home learning pack.

The applicable fee will be confirmed at the time of booking. Payment must be made in full at the time of booking. Partial payments or instalments are not accepted unless specifically agreed in writing with Planted Voices.

3.3 Payment Methods

Accepted payment methods will be communicated during the booking process. All payments are processed securely via Stripe link.

4. CANCELLATION AND REFUND POLICY

4.1 Cancellation by Parent/Guardian

More than 14 days before Programme start date:

Full refund minus **£10 administrative fee**

7–14 days before Programme start date:

50% refund

Less than 7 days before Programme start date:

No cash refund. A credit note equivalent to the full amount paid will be issued and may be applied toward a future Planted Voices programme within 12 months.

All cancellation requests must be submitted in writing to: weareplantedvoices@gmail.com

4.2 Cancellation by Planted Voices

Planted Voices reserves the right to cancel the Programme due to insufficient enrolment, unforeseen circumstances, or events beyond our reasonable control. In such cases, a full refund will be provided. Planted Voices shall not be liable for any additional costs incurred by Parents/Guardians.

5. PARTICIPANT REQUIREMENTS

5.1 Age and Eligibility

Participants must be aged 7-11 years at the time of the Programme. Parents/Guardians must provide accurate age information during registration.

5.2 Health and Medical Information

Parents/Guardians must disclose any medical conditions, allergies, dietary requirements, or additional needs that may affect their child's participation. This information will be kept confidential and used solely to ensure the child's safety and wellbeing.

Parents/Guardians are responsible for ensuring that all information provided is accurate and complete.

Planted Voices cannot accept responsibility for incidents arising from undisclosed medical conditions or allergies.

5.3 Medication

If your child requires medication during the Programme, written instructions must be provided, and medication must be clearly labelled. Staff will administer medication only with explicit written consent and instructions from Parents/Guardians.

5.4 Illness

Children who are unwell or experiencing contagious symptoms (including fever, vomiting, or diarrhoea within the previous 48 hours) should not attend the Programme to protect the wellbeing of all participants. Please email us at weareplantedvoices@gmail.com to let us know if your child cannot attend due to sickness: weareplantedvoices@gmail.com.

5.5 Lunch & Snacks

Packed Lunch Each child must bring a packed lunch from home each day of the Programme. Lunches will be eaten together during the midday break in a supervised environment.

Planted Voices does not provide food. Parents and guardians are responsible for ensuring their child has a sufficient and suitable packed lunch each day.

Nut-Free Policy To protect the safety of all participants, the Programme operates a strict nut-free policy. Packed lunches and snacks must not contain nuts or nut-based products of any kind, including peanut butter, nut bars, or products labelled "may contain nuts."

Parents and guardians are responsible for checking all food items before sending them with their child. Planted Voices reserves the right to remove any food items that may pose an allergy risk to other participants.

Morning Snack Each child should also bring one healthy snack for the morning break. Snacks should be nutritious and nut-free in line with the policy above. Sweets and fizzy drinks are not permitted.

Water Bottle Each child must bring a labelled, refillable water bottle each day. Fresh water will be available at the venue throughout the day. Children are encouraged to stay hydrated and may access their water bottle at any time during the Programme.

Allergies and Dietary Requirements Any known food allergies or dietary requirements must be disclosed during registration as outlined in Section 5.2. While Planted Voices does not prepare or serve food, this information helps our staff respond appropriately in the event of an allergic reaction.

5.6 Clothing & Footwear

Children should arrive each day dressed in comfortable, practical clothing that allows them to move freely and participate fully in all programme activities.

As the Programme includes outdoor activities, weather-appropriate clothing is recommended. On warmer days, light breathable clothing and sun protection (including a hat if preferred) are advised. On cooler or wet days, a waterproof jacket or extra layer is recommended.

Closed-toe shoes or trainers must be worn at all times. Open-toe sandals or flip flops are not suitable for programme activities.

Parents and guardians are encouraged to check the weather forecast before each day and dress their child accordingly.

Planted Voices cannot be responsible for discomfort or restricted participation resulting from unsuitable clothing or footwear.

6. HEALTH, SAFETY AND SAFEGUARDING

6.1 Safeguarding Commitment

Planted Voices is committed to safeguarding and promoting the welfare of all children. We follow recognised safeguarding practices and maintain policies designed to ensure a safe and supportive environment for all participants.

6.2 DBS Checks

All staff and volunteers working directly with children hold Enhanced Disclosure and Barring Service (DBS) checks.

6.3 Supervision

Children will be supervised at all times during programme hours. Appropriate child-to-staff ratios will be maintained in accordance with safeguarding best practice.

6.4 Arrival and Collection Procedures

For safeguarding purposes, parents or guardians must sign their child in upon arrival and sign them out when collecting them at the end of each session.

Children will only be released to a parent/guardian or authorised adult listed on the registration form who is aged 18 or over, unless prior written consent has been provided by the parent or guardian for an alternative collector.

If the person collecting a child is not known to programme staff, Planted Voices reserves the right to request photo identification before releasing the child.

Planted Voices reserves the right not to release a child until the appropriate sign-out procedure has been completed.

6.5 Emergency Medical Treatment

In the event of illness, injury, or any situation requiring urgent attention, Planted Voices will attempt to contact parents/guardians immediately using the contact details provided.

Parents/Guardians must ensure that their contact information is accurate, up to date, and that they remain reachable during programme hours.

If a parent or guardian cannot be reached and urgent medical attention is required, Planted Voices reserves the right to seek appropriate emergency medical treatment for the child.

By registering their child for the programme, parents/guardians acknowledge and agree to this procedure.

7. BEHAVIOUR EXPECTATIONS

7.1 Conduct

Participants are expected to behave respectfully toward staff, volunteers, and other children. Planted Voices promotes a culture of kindness, encouragement, cooperation, and mutual respect during all programme activities.

7.2 Disciplinary Action

In cases of persistent disruptive behaviour, bullying, or conduct that compromises the safety or wellbeing of others, Planted Voices reserves the right to remove a participant from the Programme without refund.

Parents/Guardians will be contacted immediately if such a situation arises and may be required to collect their child.

8. PHOTOGRAPHY AND MEDIA CONSENT

8.1 Photo and Video Usage

During the Programme, photographs and videos may be taken by Planted Voices staff for programme documentation and promotional purposes, including use on the organisation's website, social media platforms, and promotional materials.

Photographs or videos that include identifiable images of a child will only be used where explicit parental or guardian consent has been provided during registration.

8.2 Opting Out

Parents/Guardians may choose not to provide consent for their child to appear in photographs or videos.

Planted Voices will make all reasonable efforts to exclude children whose parents or guardians have not granted consent from photographs or video recordings used for promotional purposes.

8.3 Participant Use of Mobile Phones and Recording Devices

To protect the privacy and safeguarding of all participants, children must not take photographs, videos, or audio recordings of other participants during programme activities without permission from Planted Voices staff.

Children must also respect the privacy of participants whose parents or guardians have not given consent for photography or video recording.

Any mobile phones or electronic devices brought to the Programme must remain switched off or on silent during sessions, unless staff provide permission for their use.

9. LIABILITY AND INSURANCE

9.1 Insurance Coverage

Planted Voices holds public liability insurance appropriate for the nature and activities of the Programme.

Insurance Provider: Markel Direct

Policy Reference: CE61860

Parents and guardians can request further details regarding insurance coverage by contacting: weareplantedvoices@gmail.com.

9.2 Limitation of Liability

While Planted Voices takes all reasonable care to ensure the safety and wellbeing of participants, the organisation shall not be liable for:

- loss or damage to personal belongings brought to the Programme
- minor injuries that occur despite appropriate supervision and safety measures
- any costs or expenses arising from Programme cancellation due to circumstances beyond our reasonable control

Nothing in these Terms excludes or limits our liability for death or personal injury caused by negligence, or for any other liability that cannot be excluded or limited under applicable law.

10. PERSONAL BELONGINGS

Participants should bring minimal personal items.

Valuable items such as mobile phones, electronic devices, jewellery, toys, or other personal valuables should not be brought unless necessary.

Planted Voices cannot accept responsibility for lost, stolen, or damaged belongings.

All personal items should be clearly labelled with the child's name.

11. DATA PROTECTION

Personal information collected during registration will be used solely for:

- programme administration
- safeguarding purposes
- emergency contact

Planted Voices complies with UK data protection laws, including the General Data Protection Regulation (GDPR). Information will not be shared with third parties except where required by law or for safeguarding purposes.

Personal data will be retained only for as long as necessary for programme administration and safeguarding obligations.

Parents/Guardians have the right to request access to, correction of, or deletion of personal data by contacting weareplantedvoices@gmail.com.

12. PROGRAMME CHANGES

Planted Voices reserves the right to make minor adjustments to programme activities, schedule, or venue if necessary.

Parents/Guardians will be informed of any significant changes as soon as reasonably possible.

13. COMPLAINTS PROCEDURE

Any concerns or complaints should be directed to:

Aysha Powell
weareplantedvoices@gmail.com

We are committed to addressing concerns promptly and fairly.

14. GENERAL TERMS

14.1 Entire Agreement

These Terms constitute the entire agreement between Parents/Guardians and Planted Voices regarding the Programme.

14.2 Amendments

Planted Voices may update these Terms from time to time. Any changes will be communicated to registered Parents/Guardians.

14.3 Governing Law

These Terms are governed by the laws of England and Wales.

15. ACCEPTANCE OF TERMS AND CONDITIONS

By registering your child for the Planted Voices May Programme, you acknowledge that you have read, understood, and agree to be bound by these Terms and Conditions.

For questions or concerns, please contact:

Planted Voices

Aysha Powell, Founder

Email: weareplantedvoices@gmail.com

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