# General terms and conditions

# *By booking at Thrive @ The Mix, you are agreeing to the following:*

At Thrive we want to offer the best support possible. We ask that you complete our application form in as much as detail as possible, to enable us to best support your students. Please commit to updating us re any changes (ie contact details, medication, safeguarding or risk assessment updates) as soon as you are aware.

We commit to working with your students to keep them safe during their day with us. Their attendance with us remains the responsibility of the referring school. We will communicate with the school daily within 10 minutes of any absence and within 30 minutes to confirm attendance. We ask that schools then follow their normal absence procedures.

We work in an atmosphere of respect. We insist on mutual respect. We will work with students towards achieving this. We celebrate all achievements.

We believe in young people. All young people. All the time. Our focus is to enable young people to know their true value, unlock their potential and build their best future. As such, we will work alongside them, providing support and coaching, encouraging respect and responsibility. This may involve the Thrive team challenging ways of thinking and acting in order to support a young person to make progress.

We will want to record and celebrate achievement and may use photography, film or media to record this. Parents are asked to complete a permissions register for us to use photographs of work. We may use images for publicity, but we do not use names. We keep basic data for admin purposes such as contact details which is stored securely in accordance with GDPR.

Communication and information sharing works. We will want to be in regular contact with you re student successes and achievements, and with occasional questions. We are keen to support the wider life of your student too and are happy to provide reports, feedback for meetings and attend, where appropriate.

The team at Thrive are professional teachers, youth workers and volunteers and all operate under Child Protection procedures as detailed in The Mix Safeguarding policy. The Mix complies with relevant Health and Safety requirements. Please inform us of any information about a student that we would need to update our risk assessments.

All costs incurred at Thrive are included in your daily charge. Please can we ask for timely payment of termly invoices. Any accepted placement booking is for a full academic year based on Local Authority term dates and individual student bookings within this can be reviewed and changed when needed.

Thrive @ The Mix aims to provide a quality service to support students and schools. However, we are only human and subject to error and external forces so please bear with us if problems arise. If a session is unable to run, we will contact you as soon as we are aware. We currently always have plans to be able to run our sessions online if needed due to any Covid-19 restrictions. We will happily refund your money if a session is not able to run at all, but we cannot refund sessions that students do not attend.

If you enjoy the way we work, please spread the word. If you have any questions or concerns, please contact us – we are always happy to talk.