



TERMS & CONDITIONS AND BOOKING TERMS

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WWW.THINKING-FUTURES.COM



Terms and Conditions and Booking Terms

Effective Date: 01 September 2026

About these Terms

These Terms and Conditions apply to services, programmes and activities provided by Thinking Futures, including services delivered under the Kidz Like Us programme.

Thinking Futures provides a range of educational, guidance, coaching, developmental and youth-focused services. These may include individual or group sessions, online services, clubs, workshops, events and residential programmes.

Specific services or programmes may have additional booking information, fees, dates or arrangements. Where this is the case, these will be provided at the time of booking and should be read alongside these Terms and Conditions.

By making a booking, registering for a programme or accepting a place, the person making the booking agrees to these Terms and Conditions. Where the participant is under 18, the booking must be made or authorised by their parent, carer or other person with appropriate responsibility for them.

Our Services

Thinking Futures provides educational, guidance, coaching and developmental services for children, young people and adults. Services may be delivered individually or in groups, online or face-to-face, and may include workshops, clubs, events and residential programmes.

Kidz Like Us is a programme delivered by Thinking Futures for children and young people. Kidz Like Us activities may include clubs, workshops, short programmes, events and residential experiences designed to provide opportunities for participation, personal development, skills development and social connection.

The nature, content, location, duration and intended age range of individual services and programmes will be explained in the relevant booking information.

Thinking Futures reserves the right to make reasonable changes to the content, activities, timetable, venue or delivery arrangements where necessary. Where a significant change affects a confirmed booking, we will communicate this to the person who made the booking as soon as reasonably practicable.

3. Bookings and Confirmation

Bookings for Thinking Futures services may be made directly with us or through the relevant booking or registration process.

Some services, particularly Kidz Like Us programmes involving children and young people, may require an initial discussion, registration form or other information before a place can be offered. This helps us understand the participant's needs and consider whether the programme is appropriate for them.

A booking is only confirmed when Thinking Futures has confirmed the place or appointment and any payment required at the time of booking has been received. Where a programme is booked as a block of sessions, the booking is for the whole block unless the booking information specifically states otherwise.

Places on programmes and activities may be limited and are offered subject to availability.

Any specific dates, times, fees, payment deadlines or other arrangements provided in the booking confirmation form part of the agreement between Thinking Futures and the person making the booking.

Where the participant is under 18, the person making the booking must have the authority to make decisions and provide information on their behalf.

4. Information You Provide

The person making a booking is responsible for providing Thinking Futures with accurate, complete and up-to-date information that is relevant to the service or programme.

Where the participant is a child or young person, this includes information that may affect their participation, safety or wellbeing, including relevant medical information, allergies, dietary requirements, additional needs, communication needs and any support or reasonable adjustments they may require.

Relevant information should be provided when registering and Thinking Futures should be informed of any significant changes before or during the programme. Information provided will be handled in accordance with our Privacy Policy and, where applicable, our Safeguarding Policy.

Thinking Futures relies on the information provided when planning and delivering services. Where important information has not been disclosed, or where a participant's needs are significantly different from those described at the time of booking, we will discuss this with the participant or their parent or carer and consider what reasonable arrangements can be made.

In some circumstances, Thinking Futures may determine that it cannot safely or appropriately meet a participant's needs within the service or programme being provided. Where this occurs, we will discuss the available options with the participant or their parent or carer.

5. Fees and Payment

Fees for Thinking Futures services and programmes will be confirmed before booking or set out in the relevant programme or booking information.

Payment may be required in full at the time of booking or, for some services and programmes, by deposit and subsequent balance payment. Where a deposit, instalment plan or payment deadline applies, this will be explained before the booking is confirmed.

Unless otherwise agreed in writing, payments must be made by the date stated on the invoice, payment request or booking information.

Where a service or programme is booked as a block, the fee relates to the whole block rather than individual attendance at each session.

Additional services or costs that are not included within the original booking will only be charged where these have been agreed separately.



The person making the booking is responsible for ensuring that payment is made in accordance with the agreed arrangements. Thinking Futures may suspend or cancel a booking where payment remains outstanding after the applicable payment deadline.

Any bank charges, currency conversion costs or other charges applied by a payment provider are the responsibility of the person making the payment unless otherwise agreed.

6. Cancellations and Refunds

We understand that circumstances can change. Cancellation and refund arrangements depend on the type of service or programme booked.

Individual appointments and sessions

Where possible, we ask for at least 24 hours' notice if an individual appointment needs to be cancelled or rearranged.

Appointments cancelled with less than 24 hours' notice, or appointments that are missed without notice, may be charged in full. Thinking Futures may waive or reduce this charge where there are exceptional circumstances.

Clubs, courses and block bookings

Where a place is booked on a club, course or programme delivered over a number of sessions, the booking is for the programme or block as a whole. Fees are not normally refunded for individual sessions that a participant is unable or chooses not to attend.

If a participant withdraws before a programme begins, any refund due will be determined by the cancellation arrangements provided at the time of booking, taking into account any deposit paid or costs already committed by Thinking Futures.

If a participant withdraws after a programme has started, any refund or outstanding amount will be considered in accordance with the applicable cancellation terms, taking account of the part of the programme already provided and reasonable costs or commitments incurred by Thinking Futures.

Events, residential programmes and other bookings

Some events, residential programmes or other services may have their own cancellation schedule, including specific deposit and refund arrangements. These will be provided before booking and will form part of the booking terms for that service.

Nothing in these Terms affects any statutory rights that the person making the booking may have.

7. Statutory Cancellation Rights

Where a booking is made online, by telephone, by email or otherwise at a distance, the person making the booking may have a statutory right to cancel the contract within 14 days without giving a reason.

Where a statutory cancellation right applies, the cancellation period will normally begin when the contract is entered into.

If you ask Thinking Futures to begin providing a service during the statutory cancellation period, you may be required to pay a reasonable amount for services that have already been provided if you subsequently exercise your right to cancel.

Where the service has been fully performed during the cancellation period following the appropriate request and acknowledgement from the customer, the statutory right to cancel may no longer apply.

Certain services may be exempt from statutory cancellation rights, including some services relating to leisure activities where the contract provides for a specific date or period of performance.

Any statutory cancellation rights that apply are separate from the additional cancellation arrangements offered by Thinking Futures under these Terms. Nothing in these Terms affects your statutory rights.

8. Changes or Cancellation by Thinking Futures

Thinking Futures will make every reasonable effort to deliver services and programmes as described. However, it may occasionally be necessary to change or cancel a session, activity, venue, timetable or other aspect of a service or programme due to circumstances outside our reasonable control or where this is necessary for the safe and effective delivery of the service.

Where possible, we will give participants, parents or carers as much notice as reasonably practicable of any significant change or cancellation.

If Thinking Futures cancels an individual appointment or session, we will normally offer an alternative date or arrangement. Where this is not possible, any fee paid specifically for that appointment or session will be refunded or credited.

Where Thinking Futures cancels a session that forms part of a club, course or block booking, we will normally seek to provide a replacement session, alternative activity or other reasonable arrangement. If this is not possible, an appropriate refund or credit may be offered for the part of the programme that has not been provided.

If Thinking Futures cancels an entire programme before it begins, fees paid for that programme will normally be refunded.

Thinking Futures is not responsible for additional costs incurred by participants or their families as a result of a change or cancellation, such as travel or accommodation costs, except where required by law.

9. Online Appointments and Sessions

Some Thinking Futures services may be delivered online using an appropriate video conferencing or digital platform. Details of how to join will be provided before the session where required.

Participants are responsible for having suitable internet access, equipment and a reasonably appropriate environment from which to participate.

Where a participant experiences technical difficulties, Thinking Futures will make reasonable efforts to continue or rearrange the session where practicable. Sessions may not be refunded or extended where difficulties arise from the participant's equipment, internet connection or failure to join at the agreed time.

Participants should not record, photograph or share an online session without prior agreement from Thinking Futures and anyone else participating in the session.

Where online services involve children or young people, sessions will be delivered in accordance with Thinking Futures' safeguarding procedures and appropriate arrangements will be communicated to parents or carers.

10. Kidz Like Us Clubs and Activities

Kidz Like Us is a programme delivered by Thinking Futures. Individual clubs and activities will have their own dates, times, locations, age ranges, fees and programme information, which will be provided as part of the booking process.

Kidz Like Us aims to provide an inclusive and supportive environment in which children and young people can participate in activities, develop skills, explore interests and connect with others.

Participation in Kidz Like Us does not constitute specialist education, clinical, therapeutic or medical provision. While we seek to make reasonable adjustments and support individual participation, the level of support available will depend on the nature of the particular club or activity.

Parents and carers should discuss any significant support requirements with Thinking Futures before booking so that we can consider how these may be accommodated within the programme.

Attendance, Drop-off and Collection

Parents and carers are responsible for ensuring that participants arrive and are collected at the times specified for the relevant club or activity.

Children and young people remain the responsibility of their parent or carer until they have been signed in or otherwise received by Thinking Futures. Responsibility returns to the parent, carer or authorised collecting adult when the participant is signed out or handed over at the end of the session.

Parents and carers must provide accurate emergency contact details and tell Thinking Futures who is authorised to collect their child. Thinking Futures should be informed in advance if someone different will be collecting them.

A child or young person will not be permitted to leave independently unless this has been agreed in advance with their parent or carer and Thinking Futures considers the arrangement appropriate for the participant and programme.

Parents and carers should notify Thinking Futures as soon as reasonably possible if a participant will be absent or significantly late.

Where a participant is not collected at the agreed time, Thinking Futures will attempt to contact the parent, carer and/or emergency contacts provided. Any safeguarding concerns arising from an uncollected child will be managed in accordance with Thinking Futures' safeguarding procedures.

Regular or significantly late collection may result in additional charges where Thinking Futures incurs additional staffing or other costs. Where late collection becomes an ongoing issue, we may review whether the participant's place can continue.

11. Residential Programmes and Events

Residential programmes, trips and certain events may be subject to additional booking conditions relating to matters such as deposits, travel, accommodation, insurance, supervision, arrival and departure arrangements and cancellation.

Any additional conditions will be provided before the booking is confirmed and will form part of the agreement for that particular programme.

Parents, carers and participants are responsible for complying with any travel, documentation, insurance or other requirements identified in the programme information.

Where travel or transfers are arranged by Thinking Futures, the applicable arrangements and any additional charges will be confirmed as part of the programme booking information.

12. Health, Medical, Dietary and Additional Support Information

Where relevant to the service or programme, parents, carers and participants must provide Thinking Futures with information about any health condition, allergy, medication, dietary requirement, disability, additional need, communication need or other circumstance that may affect safe or effective participation.

This information should be provided before participation begins and Thinking Futures must be informed of any significant changes.

Providing information about an additional need or health condition will not, in itself, prevent someone from participating. Thinking Futures will consider individual needs and reasonable adjustments wherever practicable within the nature, staffing and resources of the service or programme.

Where a participant requires medication during a Kidz Like Us club, event or programme, appropriate arrangements must be agreed with Thinking Futures in advance. Medication should not be brought to a programme without Thinking Futures being informed.

In the event of illness, injury or a medical emergency, Thinking Futures will take reasonable steps to safeguard the participant and contact their parent, carer or emergency contact where appropriate. Emergency medical assistance may be sought where Thinking Futures considers this necessary.

A participant should not attend a face-to-face programme where they are unwell in a way that may significantly affect their ability to participate safely or where their illness may pose a significant risk to others.

Where food or refreshments are provided, Thinking Futures will take reasonable steps to accommodate dietary requirements and allergies that have been disclosed in advance. However, we cannot guarantee that an environment will be completely free from particular allergens.

13. Participant Behaviour and Conduct

Thinking Futures aims to provide environments in which participants feel safe, respected and able to take part. Participants are expected to treat other participants, staff, visitors, property and facilities with appropriate respect.

We recognise that behaviour can be a form of communication and that children and young people may respond differently to unfamiliar environments, sensory demands, anxiety, emotional distress or other individual needs. Where difficulties arise, Thinking Futures will seek to understand what may be contributing to the situation and, where appropriate, use reasonable and supportive strategies to help the participant remain engaged.

However, behaviour that creates a significant or continuing risk to the participant, other participants, staff or others cannot be permitted. This includes serious violence or aggression, bullying or harassment, deliberate significant damage to property, possession of prohibited or dangerous items, or the possession or use of alcohol, illegal drugs, vapes or other age-restricted substances by children or young people.

Where concerns arise, Thinking Futures will normally seek to work with the participant and, where appropriate, their parent or carer to identify reasonable steps that may support continued participation.

In serious circumstances, or where reasonable measures have not been sufficient to manage an ongoing safety concern, Thinking Futures may require a participant to leave a session or may suspend or end their participation in a programme.

Where a child or young person's participation is ended, Thinking Futures will ensure that appropriate arrangements are made with their parent or carer and will follow its safeguarding procedures. A child or young person will not simply be sent away from a programme without appropriate arrangements for their care.

Decisions will be made with regard to the individual circumstances, including any known additional needs, disabilities or reasonable adjustments.



14. Safeguarding

Thinking Futures is committed to safeguarding and promoting the welfare of children and young people who participate in our services, programmes and activities.

All services involving children and young people are delivered in accordance with Thinking Futures' Safeguarding Policy and associated safeguarding procedures. Where Thinking Futures has a concern about the safety or welfare of a child or young person, we will respond in accordance with our safeguarding responsibilities. This may include sharing relevant information with appropriate safeguarding agencies or professionals where necessary.

Parents and carers are expected to provide Thinking Futures with information that may be relevant to the safe participation or welfare of their child.

Safeguarding considerations may occasionally require Thinking Futures to alter normal programme arrangements or take action without first obtaining parental agreement where this is necessary to protect a child or young person.

15. Photography, Video and Media

Thinking Futures may take photographs or video during some programmes, clubs, events or activities for purposes such as recording activities, celebrating participants' achievements or promoting Thinking Futures and its programmes.

Where identifiable images of children or young people are intended for promotional, website or social media use, appropriate consent will be obtained from a parent or carer and, where appropriate, the child or young person themselves.

Consent to photography or promotional use is optional and is not a condition of participation.

Participants, parents and visitors must not photograph, film or share images of other children or young people without appropriate permission.

Thinking Futures will handle photographs and recordings in accordance with its Privacy Policy and safeguarding procedures.



16. Personal Belongings and Damage

Participants are responsible for taking reasonable care of their personal belongings while attending Thinking Futures services, programmes and activities. Thinking Futures cannot accept responsibility for personal items that are lost, damaged or left behind, except where loss or damage results from our failure to take reasonable care.

Participants are expected to treat equipment, materials, venues and the property of Thinking Futures and others with reasonable care.

Where property is deliberately damaged, or damage results from behaviour that goes beyond reasonable accidental use, Thinking Futures may ask the participant or, where appropriate, their parent or carer to meet the reasonable cost of repair or replacement.

Any decision to seek payment for damage will take account of the circumstances in which the damage occurred, including the participant's age and any relevant additional needs.

17. Liability and Insurance

Thinking Futures will take reasonable care in the planning and delivery of its services, programmes and activities and will maintain insurance appropriate to the activities it provides.

Thinking Futures is not responsible for loss, damage, injury or expense arising from circumstances outside its reasonable control or from information that has not been disclosed where that information was reasonably required for the safe delivery of the service.

Nothing in these Terms excludes or limits any liability that cannot lawfully be excluded or limited.



18. Data Protection and Privacy

Thinking Futures collects and processes personal information in order to manage bookings and deliver its services, programmes and activities. This may include information relating to participants, parents, carers and other relevant contacts. Where necessary, Thinking Futures may collect information relating to health, additional needs, dietary requirements or safeguarding in order to support safe and appropriate participation.

Personal information will be handled in accordance with applicable data protection law and the Thinking Futures Privacy Policy.

By making a booking, the person making the booking acknowledges that relevant personal information will need to be processed for the purposes of administering and delivering the service or programme.

Further information about how Thinking Futures collects, uses, stores and shares personal information, and about individual data protection rights, is available in our Privacy Policy.

19. Complaints

Thinking Futures aims to provide high-quality services and welcomes feedback about the services and programmes we provide.

If a participant, parent, carer or customer is unhappy with any aspect of a Thinking Futures service, we encourage them to raise the matter with us so that we have an opportunity to understand and respond to their concerns.

Complaints will be handled in accordance with the Thinking Futures Complaints Policy, which explains how to make a complaint and how complaints will be considered.

20. Changes to these Terms

Thinking Futures may review and update these Terms and Conditions from time to time to reflect changes to our services, working practices or legal and regulatory requirements.

The version of the Terms applicable to a booking will normally be the version in effect when that booking is confirmed.

Where a change needs to apply to an existing booking, Thinking Futures will communicate any significant change to the person who made the booking. Changes will not affect statutory rights.

21. Governing Law

These Terms and Conditions and any agreement between Thinking Futures and the person making the booking are governed by the laws of England and Wales.

Nothing in these Terms affects any rights a consumer may have under applicable law.

22. Contact Us

If you have any questions about these Terms and Conditions, a booking or a Thinking Futures service or programme, please contact:

Thinking Futures

Email: study@thinking-futures.com

Website: www.thinking-futures.com

Information about our Privacy, Safeguarding, Equality, Diversity & Inclusion and Complaints policies is available through the Thinking Futures website.

Document control

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