

FLOW – Freedom to Learn Our Way

Terms and Conditions

Last Updated: 24.6.26

By creating a FLOW account and booking activities through the FLOW platform, you agree to the following Terms and Conditions.

1. About FLOW

FLOW (Freedom to Learn Our Way) is an activity discovery, booking and payment platform that connects families with independent activity providers.

FLOW's role is to:

- Promote activities and opportunities.
- Provide information about activities.
- Facilitate bookings.
- Process payments where applicable.
- Support communication between families and providers.

FLOW does not directly deliver activities unless explicitly stated.

2. Independent Activity Providers

All activities listed on FLOW are delivered by independent providers, venues or organisations.

Each provider is solely responsible for:

- Safeguarding arrangements.
- Health and safety procedures.
- Risk assessments.
- Staff qualifications and training.
- Insurance cover.
- Activity supervision.
- Venue safety.
- First aid provision.
- Compliance with relevant laws and regulations.

Families participate in activities at their own discretion and should satisfy themselves that an activity is suitable for their child.

3. Parent/Carer Responsibility

Parents and carers are responsible for:

- Providing accurate registration information.
- Supplying relevant medical, behavioural or support information.
- Ensuring emergency contact details remain up to date.
- Reviewing activity descriptions before booking.
- Following any instructions provided by activity providers.

Parents remain responsible for deciding whether an activity is appropriate for their child.

4. Booking and Payments

Bookings made through FLOW are subject to availability.

Payment may be collected through the FLOW platform on behalf of activity providers.

A booking is only confirmed once payment has been successfully received and confirmation has been issued.

FLOW reserves the right to cancel or amend bookings where necessary.

5. Cancellations and Refunds

Cancellation and refund policies may vary between activities and providers.

The applicable cancellation policy will be displayed at the point of booking.

Where refunds are available, they will be processed in accordance with the individual provider's terms.

FLOW administration fees may be non-refundable unless otherwise stated.

6. Activity Changes

Providers may occasionally need to:

- Change dates or times.
- Change venues.
- Amend activity content.
- Cancel sessions.

Where possible, families will be notified promptly.

FLOW cannot guarantee that all activities will proceed as advertised.

7. Medical Information and Additional Needs

Parents and carers are responsible for informing providers of any:

- Medical conditions.
- Allergies.
- Disabilities.
- Additional support needs.
- Behavioural concerns.

Failure to provide relevant information may affect a child's ability to participate safely.

8. Photography and Media

Some providers may take photographs or videos during activities.

Consent arrangements will be managed by the individual activity provider unless otherwise stated.

Families should review provider policies regarding photography and media use.

9. Limitation of Liability

FLOW acts solely as a platform connecting families with independent activity providers.

FLOW is not responsible for:

- The delivery of activities.
- Provider conduct.
- Accidents or injuries occurring during activities.
- Loss or damage to personal belongings.
- Decisions made by activity providers.
- Health and safety incidents occurring during activities.

Any concerns regarding the delivery of an activity should be raised directly with the provider in the first instance.

Nothing in these terms excludes liability where exclusion is prohibited by law.

10. Safeguarding Concerns

FLOW takes safeguarding seriously.

Any safeguarding concerns relating to an activity should be reported immediately to the activity provider and, where appropriate, to the relevant authorities.

FLOW reserves the right to remove providers from the platform where concerns are raised regarding safety, safeguarding or professional conduct.

11. Account Suspension

FLOW reserves the right to suspend or remove accounts where:

- False information is provided.
 - Users behave abusively towards providers, staff or other families.
 - These Terms and Conditions are breached.
-

12. Privacy

Personal information will be processed in accordance with FLOW's Privacy Policy and applicable data protection legislation.

Information provided may be shared with activity providers where necessary to facilitate participation and ensure safety.

13. Acceptance

By creating a FLOW account and booking activities through the platform, you confirm that:

- ✓ You have read and understood these Terms and Conditions.
- ✓ You understand that FLOW acts as a booking and payment platform connecting families with independent activity providers.
- ✓ You understand that safeguarding, health and safety, supervision and activity delivery remain the responsibility of the individual provider.
- ✓ You accept these Terms and Conditions.