MINDJAM ADVENTURE GUILD

TERMS OF SERVICE

Approved by: Dan Clark, Leo Worsdale

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We kindly ask that you read through this document. By continuing with your young person's **MindJam Adventure Guild** session, you are agreeing with these terms of service. If you have any queries please contact your mentor directly or email hello@mindjam.org.uk

At MindJam it is our goal to make every child we work with feels comfortable, safe and respected. Above all else, we aim to make sure every child we work with feels supported with their emotional needs. Whether it's playing Minecraft, coding or music editing, we aim to engage young people in an area they feel safe and with activities that spark their curiosity.

Responsibilities

MindJam Responsibilities

We will:
- Create a fantastic, unique adventure for your young person.
- Endeavour to create a safe space for your young person in which they feel valued and heard.
- Encourage the young person to express themselves in a small group
- Encourage your young person to work collaborative as a team, reason, deduce and problem solve
- Start sessions promptly and inform parents/carers if there are delays, technical issues, cancellation, holidays or illness that could affect the session.

Parental Responsibilities

Please:
- Ensure the young person is available for their session at the agreed time and date.
- Have a suitable method of communication, either typing, voice chat or video chat available.
- Contact your MindJam mentor with any information that you feel could impact a session, including any changes of circumstances.
- Inform mentors to any cancellations, holidays, illnesses or technical issues that could affect a session taking place.

Point of Contact

Your young person's **MindJam Adventure Guild** mentor is your primary point of contact for anything released to the Adventure Guild sessions. If you have any questions or queries, please contact them.

Costings

Trial / One-Off Sessions

Trial / One-Off sessions consist of a small group of young people and are charged at **£36** (including VAT).

A trial/one-off session will be a predetermined story.

Campaigns

Campaign consists of **ten consecutive sessions** (pausing for school-holidays) and are charged at **£360.**

Campaign **stories** will be **bespoke** to each group.

Campaign will consist of **a small group of young people** and will be **matched** by the Adventurer's Guild Mentor based on the information provided upon sign-up. We recommend young people attend one trial session before signing up to campaign so the Adventure Guild Mentor can match them to the most appropriate group.

Session Length

Both Trial/One Shot and individual Campaign sessions will be a **minimum of 90 minutes** long. Sessions may run over to allow the stories to come to a natural end point.

Group Sizes

Group will consist of a **minimum of 4** and a **maximum of 5** young people.

The minimum size is to cover the cost of the mentor's time - the session, preparation time, admin time and time to support you and young people with any technical issues. The maximum size is so as not to overwhelm your young person and ensure they have opportunities to interact with the rest of their group.

Invoicing

Trial / One-Off Sessions Invoicing

Trial / One-Off Sessions will be invoiced at the **end of the month** alongside your young person's standard MindJam sessions.

Campaign Invoicing

Campaigns must be paid **upfront**. This is to ensure that campaigns can go ahead with minimal disruption and ensures all sessions can be run even if some parties are unable to attend.

Cancellation Policy

One-Off Sessions Cancellation Policy

MindJam Adventure requires a minimum group size of 4 in order to cover the cost of the session. As a result, we are **unable to offer a cancellation policy**.

Please ensure you are able to attend before confirming a booking.

You will not be able to amend a booking once confirmed and you will be invoiced for the session at the end of month regardless as to whether the session was attended or not.

Campaign Cancellation Policy

Campaigns must be paid **upfront**. This is unsure that campaigns can go ahead with minimal disruption and ensures all sessions can be run even if all parties are unable to attend.

If your young person is unable to attend a session, that session will still go ahead. However, your Adventure Guild Mentor will send you a recap of what happened in that session.

Sessions will pause for School Holidays.

School Holidays

Campaign sessions are assumed to be paused for school holidays unless alternative arrangements are made by the mentor.

One-Off and Trial Sessions will still take place during school holidays.

Funding

It is the parents/carers' responsibility to ensure that funding is in place for sessions.

Please ensure that funding is in place, or confirm if you wish to self-fund, for sessions taking place in school holidays.

If sessions take place with confirmation from parent/carers but without funding from the school/council/local authority, you will be invoiced for these sessions.

Access to Questionnaires

By taking part in Adventure Guild sessions, you are agreeing to allow the Adventure Guild Mentor access to your young person's MindJam questionnaire. This will only be shared with the MindJam Dungeon Master and no other party and will only be shared for the duration of the session or sessions.

Age-Restricted Platforms

Adventure Guild Mentors may use a platform to host D&D sessions (such as Roll20), which require parental permission to use. By continuing with the session you are providing parental permission to use these platforms. Any such platforms will be highlighted to you when arranging sessions by the mentor. If you have any concerns regarding these platforms, please speak to your mentor.

Updates

Your young person's MindJam mentor will be your first point of contact regarding any queries, correspondence about sessions.

If you require an update about how your young person is getting on please contact your Adventure Guild mentor, who will be happy to provide you with one.

Please note;

- The format, style and length of updates will vary from mentor to mentor.
- The turn around for updates will vary from mentor to mentor
- If you request more than one update in a single term, this may result in the updates being shorter.

Please contact your mentor if you have any questions about updates on sessions.

Neurodivergent Mentors

Many of our mentors are neurodivergent. This means they may require more time to answer correspondence. We kindly ask that all parents/carers and school/local authorities are mindful of this when contacting and waiting on a response from mentors.

Mentor Wellbeing Statement

Mental Health is a priority at MindJam, for both the young people we work with and our mentors. Mentoring can be a very mentally demanding job. As such we advise all our mentors to look after their mental health in a way they see fit to ensure they are able to give their all for sessions. This may be responding to correspondence at a later date or taking a mental health day. We kindly ask that parents/carers and local authorities/schools respect any decision a mentor makes in order to look after their mental health.

If you have any questions or concerns please contact parentsupport@mindjam.org.uk.

Safeguarding Policy

All mentors have been hired following strict safe recruitment guidelines, have had an extensive DBS check (which can be made available upon request) and have received training in safeguarding, online safety, autism, ADHD and PDA.

MindJam's Designated Safeguarding Lead is Vikki Hearst - vikkihearst@mindjam.org.uk.

MindJam's Deputy Safeguarding leads are Sam Hollandt - samhollandt@mindjam.org.uk and Leo Worsdale - leoworsdale@mindjam.org.uk.

MindJam and all its staff are committed to safeguarding and promoting the welfare of young people.

We have a number of policies and procedures in place that contribute to our safeguarding commitment, including our Safeguarding and Online Safety policies which can be viewed in the policies section on our website.

We have a legal responsibility to ensure the welfare of the children and young people we work with. This means we may need to share information and work in partnership with other agencies should we need to escalate a concern about a young person's welfare.

Data Protection and Privacy

MindJam is GDPR compliant. Any data you share with us is handled with the strictest of confidence and is not shared with any other individual other than MindJam senior leadership and your assigned mentor.

We are required by law to keep some data for 2 years after a young person has left MindJam. We have a review plan in place and ensure that any data is disposed of appropriately and securely.

For more information on MindJam's data protection and privacy policy visit mindjam.org.uk or click here.

Behaviour Policy

MindJam has a flexible approach to behaviour, and we understand that every young person's needs are different. We treat every young person with respect but understand that not every young person will reciprocate that in the same way. We believe in a restorative approach and all mentors will approach any behaviour concerns with a careful hand and will liaise with parents/guardians to find a resolution.

If your young person has any behaviour needs that need to be taken into account, please let your Adventure Guild Mentor know.

For more information on MindJam's behaviour policy visit mindjam.org.uk or click here.

Use of Language

MindJam has an approach of understanding when it comes to swearing. We recognise that some young people will swear and so we aim to place them in a group of young people who also swear or don't mind hearing such language. If your young person uses such language or is affected by such languages, please let your Adventure Guild mentor know so it can be taken into account.

Offensive/Discriminatory/Derogatory Language

Use of offensive, discriminatory and or derogatory language is not acceptable under any circumstances. This includes but is not limited to; racism, sexism, homophobia and transphobia. Continued use of such language could result in removal from Adventure Guild sessions.

Complaints Procedure

MindJam aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right, please let us know.

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Business Owner, Dan Clark via hello@mindjam.org.uk.

If your complaint is about the Business Owner, please write to Leo Worsdale (leoworsdale@mindjam.org.uk).

All written complaints will be logged. You will receive a written acknowledgement within three working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

For more information on MindJam's complaints procedure mindjam.org.uk or click here.