

Before and After School Club 'BASC'



Terms and Conditions
September 2024-25

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The following are the terms and conditions for your child/children attending the Before and After School Care Club.

All parents who wish for their child/children to attend the Before and After School Care Club will be required to digitally sign to accept our terms and conditions, prior to admission to the club. Places are to be booked via the Arbor App for the slots parents require at least 24 hours in advance. Slots will be allocated on a first come first serve basis and once the slots are sold out for each day, parents will need to make alternative arrangements for their child/children, if slots are unavailable. Parents can select all the slots they require for the coming term and pay in advance. For emergency bookings on the day, please contact the school office.

- Breakfast Club will run from 7.30am. The cost per session will be **£4.50** and will include a light breakfast snack and drink.
- The After School Club will run from (3.30pm -5.30pm) each weekday during term time. The cost per session will be **£7.50** and will include a light snack and drink.
- Children joining the club after an extra curricular activity will be provided with a snack on arrival.
- Due to increased ratio requirements for nursery pupils, the fees are **£5** for Breakfast Club, and **£8.50** for After School Club.
- Emergency, on the day After School Club booking fees are **£10**, which will be payable over the phone at the point of booking.
- All sessions are non-refundable and booked sessions are payable whether your child attends or not.

Admissions

To ensure children's safety places are limited. We are only able to offer places for:

- 8 children from Foundation Stage
- 15 children from Years 1,2 and 3
- 15 children from Years 4,5, and 6

Places will be allocated according to the following criteria:

- First come first serve basis for bookings made via the Arbor App.
- Bookings can be made daily with 24-hour notice, if places are available. Bookings can also be made weekly or termly to guarantee your child's place. Parents can select which days they require providing greater flexibility.

Fees

All fees are payable in advance. They must be paid:

- Payments will be processed online via Arbor only as we do not accept cash or cheque.

Fees are still payable in full for all sessions booked even if:

- Your child is ill and off school
- You have booked a place and your child does not attend, but has attended school during the day
- Your child takes part in another organised after school activity on the day they would normally attend the club

Late Payment of Fees

Where fees remain unpaid by the end of the week because your child is off ill, that payment must be made as soon as the child is back in school. Non-payment of fees for more than a week will result in your child's place being suspended until all fees and a late payment charge of **£5** levied to allow for the additional administration are paid in full. If you are experiencing any financial difficulties, please speak to Mr Cowburn.

Late collection charges after 5.30pm

Where parents are late collecting their child/children on more than one occasion, a late collection fee will be chargeable. This fee will be £1 per minute. ***Parents must telephone well in advance if there is an unavoidable reason for lateness.***

Where children are not collected by 5.45pm and contact with parents or emergency contacts cannot be made, we have a legal duty to inform the Duty Children's Services team who will then take responsibility for your child/children.

Illness and Accidents

Should your child become ill whilst attending a session, parents (or where unobtainable) a nominated emergency contact will be contacted to collect your child.

It is important that we are fully informed of any changes in your child's health.

Should your child incur an injury in our care, every effort will be made to contact the parent/guardian. Immediate first aid will be given, and where appropriate, the emergency services will be contacted. Children will be accompanied by a member of staff to the hospital should this situation arise. In order to meet and maintain food hygiene legislation, we request that children do not bring in or consume any food/drink brought in from home. We need to be aware of any food allergies/intolerances. Where this is applicable, please speak to a member of BASC staff.

Personal Property

Whilst every reasonable care will be taken, Care Club cannot be held responsible for any loss or damage to a child's property. Children's own toys, magazines or books should not be brought into the club.

School Closure

Where there is an unexpected school closure due to inclement weather, flooding or industrial action, the Care Club will be closed. Parents will be contacted to collect children as soon as possible. Fees already paid for affected sessions will be credited. Where school officially remains open during inclement weather for example due to heavy snow, the club will also remain open, and all fees are payable as normal.

Behaviour Management

Everybody is encouraged to treat each other with care and respect and behave in a manner that is acceptable. It is our policy that all staff treat the children with respect, and that behaviour is managed within a positive framework. Unacceptable behaviour will be challenged appropriately by staff and recorded. Parents will be informed. For repeated unacceptable behaviour, parents will be invited to attend a meeting with a member of our BASC team and Mr Cowburn. The Before and After School Care Club reserves the right to refuse or withdraw the place within the club immediately.

Complaints Procedure

If you or your child are unhappy with the service provided, please discuss your concerns in the first instance with the BASC team managers- Mrs O'Leary or Miss Dalton. Your concern will be treated with respect and confidentially. If no resolution is agreed, please speak to Mr Cowburn. Parents/carers/children and staff also have the right to make a complaint in writing to: The Chair of Governors by leaving a letter for his collection at the School Office. If Further Complaints may be made to Ofsted on Telephone: 0300 123 1231 or in writing at Royal Exchange Building, St Ann's Square, Manchester.