



### ***Wraparound Care - Terms and Conditions from 1<sup>st</sup> October 2021***

We provide care for children between the ages of 4 and 11. Our terms and conditions relate to the running of Greasby Junior School Wraparound Care (Windmills) and form part of the agreed contract between the parent/carer and the School.

We take bookings and payments in advance so that the correct staffing to pupil ratios can be planned for.

The child will be able to attend the Club as soon as the completed registration forms are received.

If no places are available, the parent will be informed and the child's name added to the waiting list. As soon as suitable places become available parents will be informed. The waiting list will be operated on a first come-first served basis, with the exception of siblings who will have priority for the same day(s) as a sibling already attending.

Wraparound Care is led and run by Greasby Junior School staff. The provision operates as an extension to the school day and, as such, is informed by current, established school policies and procedures.

#### **Booking procedure**

Parents must complete the necessary paperwork, i.e. contract, registration, medical, booking and photo permission forms, before their children can attend the club.

- **Permanent Bookings:** These bookings are for set days for the academic year. Once booked, if a child does not attend, you will still be charged for this place.
- **Flexible Bookings (for parents and carers working shifts):** Where a parent or carer requires childcare on changing days (due to work patterns), we will accept bookings with a minimum of 7 days' notice, ideally bookings should be made with as much advance notice as possible - subject to availability.
- **Temporary booking:** We will accept temporary or occasional bookings as long as there are places available. These bookings can be made up to and including the day the booking is required by contacting the school office. Payment must be made for these sessions before the child attends.

All booked sessions must be paid for as they have been reserved for you. Payments are non-transferrable unless your child is absent due to illness.

#### **Changing of a booked date:**

We will accept changes in dates for bookings made e.g. swapping a day for another day, as long as there are places available on the newly required date. Changes to a booked date can be made with no additional charge applied.

We recognise that childcare can be costly, so we encourage eligible parents or carers to claim the childcare element of the Working Tax Credit.

- Fees are payable by the date stated on the booking form. **Fees must be paid in advance.**
- Fees can be paid via Arbor, Tax Free Vouchers, BACS or Childcare Vouchers.
- There is a charge of £2.50 every 15 minutes (after the first 15 minutes) for late collection, which will be added to the next invoice. This is necessary to pay staff to stay on and look after your child.
- Fees are charged for booked sessions.
- We offer a £1.50 discount for siblings for after school club only, there is no discount for breakfast club.

### **Fees**

In order to book your child a place at Windmills, please ensure that you maintain a credit in your child's Arbor account at all times. If your account falls into unauthorised debt, we have the right to refuse your booking immediately.

If a debt is outstanding after one month from the date of issue of invoice, your account will be referred to the Headteacher. We reserve the right to withdraw your child's place as this point.

After a further 30 days your account may be referred to our collection agency in order to retrieve the outstanding fee plus expenses incurred.

We are sensitive to parent/carer's circumstances, therefore please contact the school if you are experiencing financial difficulties.

### **Increases in Fees**

Greasby Junior School reserves the right to review fees annually.

### **Notice Period**

We require two weeks' notice in writing to end your contract. Any increases to sessions or changes to days are subject to availability.

If you do have a short term change, please remember that ad hoc sessions may be available and might be of help during these times.

### **Cancellations**

All cancellations must be made at least 48 hours prior to the booking. Any cancellations made after this period will be charged for.

### **Child Collection**

Your child is only permitted to leave the club with a 'named contact' declared on the registration form. No-one under the age of 16 is permitted to collect your child unless we have written permission from you. We will only allow your child to leave with an appointed person. If someone other than the appointed person is collecting your child, please telephone to let us know and we may require evidence of the person's identity on arrival.

Persistent lateness (more than 3 times during a half term) may result in your child losing their place at Wraparound Club.

### **Medicines**

The club will administer medication only with a completed 'Medication Form' which has been signed by a parent. Medicines must be in the original packaging, or with the prescription label visible, so the correct dosage can be administered. All medicines must be passed to the club manager by a parent/carer or school and not carried by the child.

**Opening times**

Breakfast Club will operate during school term time from 7:45a.m. to start of school day.  
After School Club will operate from the end of the school day until 6.00 p.m.  
Planned closures will be notified in advance.

**Behaviour and Conduct**

The Windmills Wraparound care staff will at all times maintain a courteous and professional attitude towards children, parents and carers and other staff.

We will not tolerate staff being spoken to in an abusive or threatening manner by parents, carers or children. Such behaviour may result in the termination of a Windmills place.

We will support parents/carers in managing any occasions of less than acceptable behaviour from their child. However, if your child's behaviour is deemed by the Headteacher to be unacceptable or endangers the safety and wellbeing of the other children at the School Club we may require your child to be withdrawn for a period of time. During this period we will address any problems with the parent/carers.

Please also see the school's Behaviour Management Policy for more details.

**Safeguarding children**

Please see the school's Safeguarding and Child Protection Policy for further details.

I have read and understood the above terms and conditions and I agree to abide by them.

Signed.....

Full Name..... Parent/Carer

Date.....

Child's Name .....Year/Class.....

Child's Name ..... Year/Class.....

Child's Name ..... Year/Class.....