



# CALDECOTE CARE CLUBS

Telephone: 01954 212636

(leave a message if we are unable to take your call)

Email: [careclubs@caldecote.cambs.sch.uk](mailto:careclubs@caldecote.cambs.sch.uk)

## TERMS AND CONDITIONS

**Our Club is committed to providing a fair and open admission system that offers a competitively priced and good value service.**

### 1. General

- a. When a parent contacts Care Club, enquiring about a place for their child, they will be given a registration pack.
- b. Bookings will only be accepted once all registration forms are completed and returned.
- c. Once the admission is complete the Manager will contact the parent to arrange a start date for the child.
- d. All children are unique and the amount of time that a child takes to settle into our Club can vary enormously. Therefore, children will be given time to settle in at their own pace, so as to make them feel welcome, safe and confident in a new environment.
- e. Bookings and amendments for Breakfast, After School and Holiday Clubs can be made by email or telephone (both of which are noted at the top of this page).
- f. The school cannot take bookings for our Clubs, we are a separate organisation. All forms can be handed to a member of Care Clubs staff or posted through the letter boxes located at the school entrance gate or by the school front door.
- g. It is a condition of registration that all parents complete and sign a permission enabling staff to seek emergency medical assistance/treatment for any child in their care.
- h. Any child with an issue affecting their health must complete a care plan upon admission which will assist staff in providing for their individual needs.
- i. Submission of a booking form confirms your acceptance of our terms and conditions.

j. For the safety and security of all children the external gate to the garden will be kept closed and locked at all times whilst the children are outside playing. When the children are inside the building the gate will be left unlocked but closed and the external door will be locked, parents will need to ring the doorbell located on the outside of the door and a member of staff will come to the door. When they leave all visitors and parents have a duty to ensure the gate is shut properly behind them.

k. Children are not permitted on the premises outside of opening and closing hours.

l. When collecting from the Club, parents must allow sufficient time for discussions with staff prior to the end of their child's session, still ensuring that they leave the Club by the end of the stated finish time.

m. If a parent cannot collect their children then the parent needs to telephone or email Care Clubs, giving sufficient notice, of who will collect the children.

## **2. Invoicing and Payment –Breakfast, After School and Holiday Clubs**

a. Invoices for Breakfast, After School and Holiday Clubs are issued each Friday for the preceding week and should be paid in full by the 1st of the following month.

b. Invoices will be issued by e-mail using e-mail addresses supplied; it is the parent's responsibility to inform the manager of any changes of address.

c. It is the parent's responsibility to inform the Manager if your invoices have not been received.

d. If an e-mail address has not been supplied a hard copy shall be issued via the school and sent by post. Please ensure you inform the Manager of any changes of address.

e. Our accepted methods of payment are childcare vouchers and Pay 360. If your child does not attend Caldecote Primary School please ask for the School's bank account details.

f. We reserve the right to cancel your child's place with immediate effect if payment remains outstanding.

g. Fees are reviewed annually at the discretion of the Headteacher/Manager, however, we reserve the right to review and amend at any time. In all cases, at least one month's notice of any changes will be given.

h. Our fees and charges are detailed on the school website under the Care Clubs section.

i. All charges in connection with an outing including entrance fees and transport will be the responsibility of the parent. (Notification will be given in advance). This will be added to your invoice.

j. In the event of a disputed invoice the terms of payment remain unchanged i.e. paid in full by the 1st of the following month (item a. above). If upon investigation a refund is found to be due, this balance can either be carried forward to the following invoice or be refunded. **There will be a discretionary £20 administration charge for each disputed invoice or statement where no error by Care Clubs was found.**

k. Should there be numerous (3+) disputed invoices in any 12 month period, which upon examination are subsequently found to be correct i.e. no monies owed by either party. Breakfast Club, After School Club and Holiday Club reserve the right to require advanced payment for all session bookings.

l. We reserve the right to cancel your child's place with immediate effect if the payment terms of this agreement are breached in any way.

m. Final payments i.e. for children who are leaving the school, will become due and must be made immediately this service is used for the last time.

n. For non-school parents, payments for Holiday Clubs must be paid for in full before the holiday club period commences. Where possible a invoice will be issued 2 weeks prior to the holiday club starting and must be paid immediately. Please refer to Section 4 for our Changes or Cancellations terms.

### 3. Care Club hours

**The Club has the highest regard for the safety of the children in our care from the moment they arrive to the moment they leave.**

a. Breakfast Club opens at 7.45am and no child will be admitted to the Club prior to this time. Parents must bring the child into the Club and hand over to a member of staff before departing.

b. After School Club closes at 6pm prompt Monday-Thursday and 5pm prompt on a Friday. Any children remaining at Care Clubs after 6pm Monday-Thursday or after 5pm on a Friday will be charged £15 for every 15 minutes, or part of, to cover staffing costs.

c. Holiday Club runs from 8.00am to 6.00pm Monday-Thursday and 8.00-5.00pm on a Friday. Parents must bring the child into the Club and hand over to a member of staff before departing. Any children remaining at Holiday Club after 6pm Monday-Thursday and after 5pm on a Friday will be charged £15 for every 15 minutes, or part of, to cover staffing costs.

d. If you have booked a 5 hour block for Holiday Club and the child is not pick up within that time you will charged for a full day.

e. Late collection puts unacceptable pressure on the staff. If there is a problem in getting to the Club on time then the parent must ring the Club to provide a reason for the delay and make alternative arrangements for collection of the child.

e. Where we are unable to contact parents who have not collected their child we will wait until 6.30pm Monday-Thursday or 5.30pm Friday before contacting the social care.

## 4. Changes or cancellations

### **Breakfast Club and After School Club**

- a. Regular cancellations and/or additions to your original bookings must be notified in writing or e-mail giving two weeks notice.
- b. Notice for ad-hoc cancellations (including sickness) and additions must be made in writing or e-mail giving 24 hours notice. Notifications received at the weekend, public holidays and days when Care Clubs is not open will count as being received on the following open day. This allows us time to arrange staffing levels.
- c. The normal fees will apply if a session is cancelled without the required notice period.
- d. If your child is absent from school (including illness, holiday or school trips that run into Care Club hours), it is the parents responsibility to notify us immediately. Please do not assume that if school personnel know of the absence of a child that the Club staff will know as well, as Care Clubs is a totally separate organisation. If you collect your child straight from school you must inform the Club staff so we know not to expect them that day. Normal fees will apply where 24 hours notice has not been received.
- e. Children not arriving when expected will implement the missing child procedure.
- f. After School Club and Breakfast Club opening days are as per published school terms.

### **Holiday Club**

- a. Parents should be aware that different terms and conditions apply to bookings for Holiday Clubs. This is because we have to make arrangements for staff in advance and therefore have a financial commitment which has to be honoured.
  - If you wish to cancel a session(s) you must give 24 hours notice in writing or by e-mail. You will still be charged for the session but will be able to transfer this session to another day within that Holiday Club period.
  - Sessions cannot be transferred to different Holiday Club periods i.e a cancelled session for summer cannot be transferred to October half-term.
  - If you do not give 24 hours notice, you will be charged for the session and will not be able to transfer it.
  - The only circumstances where we will not charge for Holiday Club bookings is if any sessions are cancelled a full 2 weeks in writing or by e-mail before the Holiday Club begins (this will allow us time to adjust our staff if needed).
- b. We are closed on all public holidays, May half-term and for 2 weeks in the summer holidays (dates will be posted on the School website). Holiday Clubs dates will be notified to parents.

## 5. Children attending other School extra-curriculum activities

- a. If your child is booked in an extra-curricular activity on the school site, you must notify the Manager. We have a number of children attending different activities at different times and it is not easy to keep track of them unless the Manager has been informed.
- b. You must inform us if your child is not attending an extra-curricular activity when they are expected to do so, so we can ensure they attend the Club when school finishes.
- c. If your child is no longer regularly attending an extra-curricular activity, we must be notified promptly.

## 6. Settling in

**All children are unique and the amount of time that a child takes to settle into our Club can vary enormously. Therefore, children will be given time to settle in at their own pace, so as to make them feel welcome, safe and confident in a new environment.**

- a. Children new to the Club will be greeted in a warm and friendly manner. They will be introduced to all members of staff and told about all other regular visitors to the Club.
- b. Children will be informed about the Club's routines, the programme of activities and made aware of our behaviour policy. They will be shown around the Club, told where they can and cannot go. Club rules will be explained to the child and they will be encouraged to ask questions and raise any concerns. Parents will be given a leaflet on the Club rules in the registration pack. The child will be told about the fire evacuation procedure and the location of fire exits, according to the Fire Safety policy
- c. The children will be introduced to the other children at the Club and be assigned a buddy who will help them settle in to ensure a harmonious environment.
- d. If it seems that a child is taking a long time to settle in, this will be discussed with the parent at the earliest opportunity.
- e. If a parent feels that there is a problem during the settling in period they should raise this with a member of staff.

## 7. Reservation of Rights

Breakfast, After School Clubs and Holiday Club reserve the right to:

- Exclude a child or family from attending the Club or to refuse to accept a registration.
- Close the Club on the grounds of staff shortage, unavailability of facilities, or any other reason which necessitates closure. Reasonable notice will be given where possible.

- Change these terms and conditions at any time and will give written notice of such changes to parents.

### Useful information

Website: [www.caldecoteprimaryschool.org.uk](http://www.caldecoteprimaryschool.org.uk)

Email: [careclubs@caldecote.cambs.sch.uk](mailto:careclubs@caldecote.cambs.sch.uk)

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