

Terms and Conditions for Great Kingshill CE Combined School Wrap Around Care

Bookings

- All bookings must be made through <https://greatkingshill.magicbooking.co.uk>
- All bookings are subject to availability.
- The person making the booking accepts the booking conditions on behalf of the account holder
- All bookings must be paid for at time of booking unless card instalment plan is selected at time of booking or you are paying by Childcare Vouchers/Tax Free Childcare. Parents who wish to book for the whole week will be able to take advantage of our discount of 10%. If bookings are made for at least 34 consecutive sessions then payments may be made monthly in advance via Magicbooking using either vouchers and/or direct payment options. Children will need to attend for all booked these sessions for the discount to be applied, unless Parents request that no refund is made for the missed session. It is the Parents responsibility to contact Wrap Around Care via email: wraparound@gkcs.school to inform school of this.
- If you add sessions to your basket then full payment must be made within 1 hour of booking or session(s) will be cancelled.
- All other bookings will be made on an Ad hoc basis and payments will be collected in advance. Sessions can be booked as far in advance as Parents wish and can be changed up to 24 hours prior to the day of attendance.
- Credits will not be made for children who are unwell unless the session has been cancelled by the Parents and meets the criteria for a refund e.g. 24 hours' notice has been given. Please bear in mind this may mean that other discounts will not be applied.
- Sibling discount will be available at 10% (in addition to weekly block booking discount). To qualify for this discount then all siblings must attend the same session on the same day and for the same time periods.
- If there is an outstanding payment then further bookings cannot be made until balance is paid in full and a place will not be available for the child.
- Bookings made with less than 24 hours before the start of the session will incur a £2.00 late booking fee.

If my child attends another club (school run or external provider)?

- If coming to us later from a club run by an external provider then Parents will need to pay for the full session at After School Club that they wish to book.
- If children attend another club provided by an external company then a charge of £9:50 will apply for between 4:30pm and 6pm.
- If the club is a school led club then then Parents should book their After School Place but they will not be charged for the school led club, the cost for this will be included in the session cost.
- Children attending another club first will be escorted to After School Club by the adult leading the club and registered as having arrived. When booking please annotate your booking to let us know the child is attending another club first.

Cancellation Notice and Charges:

- It is the account holder's responsibility to cancel sessions.

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- Any booked sessions which are not attended are still charged unless 24 hours notice has been given. If Parents wish to cancel a session they must do this online. **Cancellations cannot be made by the school office.**
- Parents must inform us when booking through the message option if their children are arriving late at after school club due to attending an extra-curricular club straight after school.
- For all Wrap Around Care sessions we are not able to make changes unless the 24 hours' notice is given. Parents will need to do this online by cancelling and rebooking the required sessions. **School office staff are not able to make these changes.**
- Any booked sessions which are not attended are still charged unless they have been cancelled by the Parent and meet the cancellation criteria (minimum of 24 hours before the session is due to start).
- All bookings must be made prior to arriving at Wrap Around Care. If children arrive at Wrap Around Care and have not booked they will not be admitted until a booking is made, a late booking fee will apply.
- It is the parents' responsibility to inform the school if their child is attending an after school club.
- It is the parents' responsibility to cancel any session they do not need in advance (minimum of 24 hours before the session is due to start).
- Cancellation of sessions for children who are unwell is the Parents responsibility. A refund will only be provided if the cancellation meets our criteria.

Late Collection Fees:

We take the time the parents arrives to collect as the official collection time and will charge accordingly

Early Bird – 4:30pm finish

- If children are not collected by 4:30pm then Parents will be charged the full session charge of £13.50.

Later session- 6pm finish

- If children are not collected by 6pm then a minimum late charge of £8 per 15 minutes will be made for each child.
- The school reserves the right to charge the parents the full cost of the 2 members of staff who will need to remain with the children.
- The Club will have its own direct phone number and Parents are responsible for ensuring they keep staff up to date if they encounter any delays in collecting their children on time. If we are not able to make contact with the Parents we will work through the contact list as advised by parents to find a responsible adult to collect the child(ren).
- If the children are not collected by 6:30pm, without contact from Parents, the After School Leader will contact the School Safeguarding Lead (DSL) on duty and a decision will be made about contacting Social Care for further advice.

Payments and Overdue Balances

- Types of payment available are Credit/Debit card, Childcare Voucher or Tax Free Childcare.
- When paying by Childcare Vouchers or Tax Free Childcare, please use your child's full name as the payment reference.

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- Parents of Preschool children may use some of their funded hours to book but they must make contact with school via wraparound@gkcs.school in advance to inform us of this so the funding can be applied to their account.
- Having an overdue balance may lead to the termination of your child's place within Wrap Around Care, Parents will be unable to book for further sessions while there is an outstanding balance on their account.
- Kings Education Trust (Great Kingshill CE combined School) will pass any unrecovered fees to an external debt collection agency. Any fees associated with the debt collection will be passed on to the debtor.

Safeguarding and Welfare:

- If your child does not arrive at a booked Wrap Around Care session and we have not been advised of their non-attendance by the parent, we will begin our Missing Child Procedure.
- We are committed to safeguarding all the children in our care from harm and abuse.
- Great Kingshill CE Combined School are obligated to report any suspected child abuse or neglect to the relevant authorities.
- Parents must inform Great Kingshill CE Combined School of any conditions that may affect their child (medical, learning, behavioural, etc). If full information is not provided, this may result in Great Kingshill CE Combined School excluding them from certain activities or if it felt necessary, excluding them from using Great Kingshill CE Combined School Wrap Around Care provision. In such circumstances no refund or credit will be paid.

Medication

Great Kingshill CE combined School Wrap Around Care will use all information known to the school to ensure the safety and wellbeing of the children. Medical and contact information shall be the same as is held by the school on their records. It is the Parents responsibility to ensure this is kept up to date and accurate. If your child requires medication of any sort, including an inhaler, the following should already be in place:

- Completed Health Care Plan, please contact: wraparound@gkcs.school who will email this to you.
- Permission to Administer medication form, please contact : wraparound@gkcs.school who will email this to you.

Please note: If the above is not in place, your child will not be able to attend the session. Wrap Around Carer will have access to all medication held by the school so Parents do not need to provide further medication unless specifically asked to do so by the school. Please ensure your child's details are up to date and accurate by checking your Arbor account.

Collection of child(ren)

Children can only be collected by an adult over the age of 16 who has been authorised to collect them, this is done by the parent who can add collectors on their account on Arbor. A collector must be named on Arbor and have a phone number, we will not release children to any person under 16

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years of age and reserve the right to ask for ID to confirm their age. We may ask any person collecting for the password and will not release children if they are not able to provide this. Children will be

signed out and the time of the Parents arrival noted. We will take this Parent arrival time as the official collection time for purposes of charging.

Exclusion:

Great Kingshill CE Combined School Wrap Around Care reserves the right to exclude or refuse any person without notice, if we consider that their presence compromises the good atmosphere or safety of the provision. Transport home will be the responsibility of the parent and no refund/credit will be available. Wrap Around Care will use the schools Behaviour Policy for managing behaviour expectations, the rules and values will remain the same as the school. If we believe it is necessary to exclude a child the Senior Leadership Team from school will be involved and we will manage the situation in line with their Policy.

Forced Closures:

If Wrap Around Care is forced to close due to an external factor such as bad weather, infectious or contagious disease outbreak, Power cut, Teacher Strikes or other industrial action, by order of Local Authority or Environmental Health, Parents will be notified as soon as possible and a refund issued for the effected session(s).

Schedule Changes:

We aim to offer a comprehensive selection of activities for the children but may need to amend activity programmes, schedules, services, dates, times and/or venues on occasions that may be out of our control. This will be without refund or compensation to the Parents.

Photography:

Great Kingshill CE Combined School Wrap Around Care will use the same Parents preferred photograph permissions as are held by Great Kingshill CE Combined School on their management Information System e.g. Arbor. Please ensure your child's details are up to date and accurate by checking your Arbor account. This is the Parents responsibility.

Complaints:

If you have a complaint please speak with us to try and resolve this. Further details on complaints can be found on our website: www.greatkingshill.co.uk

Liability:

- Great Kingshill CE Combined School and Great Kingshill CE Combined School Wrap Around Care does not accept liability for personal injury or death of any participants unless directly caused by the proven negligence of the company or its servants.
- Great Kingshill CE Combined School and Great Kingshill CE Combined School Wrap Around Care take no responsibility for any items that are lost/stolen or damaged at the club.

Lost Property:

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We will endeavour to return items that can be identified. Postage costs of lost property are the responsibility of the parent. Unclaimed Breakfast and After School Club lost property will be distributed to local charities at the end of each half term.

Parent Abuse of staff:

The threat or use of physical violence, verbal abuse, intimidation or harassment towards our staff is likely to result in a termination of all direct contact and use of Great Kingshill School's Wrap Around Care provision. Kings Education Trust do not tolerate this kind of abuse towards its staff and such incidents may be reported to the police, this will always be the case if physical violence is used or threatened.

Data Protection:

- Great Kingshill CE Combined School Wrap Around Care collect personal details for you and your child to register and enable us to process your booking. It is your responsibility to ensure that you have the necessary permission to pass on the personal details of everyone required.
- Great Kingshill CE Combined School Wrap Around Care policies and procedures, please visit: www.greatkingshill.co.uk
- Parents must agree to the terms and conditions of our booking system to book with us.