

EARLY BIRDS BREAKFAST CLUB AND OWLS AFTERSCHOOL CLUB

TERMS & CONDITIONS

Aims:

- ❖ to support parents/carers by providing a high-quality service which meets the needs of both parents/carers and children;
- ❖ to provide a reliable, safe, supportive and welcoming environment where children can play, have fun, relax and be with friends;
- ❖ peace of mind for parents/carers, knowing that your child is safe and happy in clubs that are reliable and offer a consistent service.

Introduction

The Clubs are governed by The Extended Services Committee ('the Committee') of the Upshire School Governing Board.

The Clubs run term time only and offer out of school care from 7.40am until 5.45pm.

Staff will be responsible for the care and management of children, treating them with respect at all times. Children are able to choose and participate in a variety of activities, staff will also assist with homework (this will not include one to one tuition).

Children will not be allowed to leave the Club area to play outside unsupervised.

The Clubs will comply with environmental health food safety standards.

The Club welcomes staff and children from all backgrounds regardless of race, gender, religious beliefs and disability. We ensure that all children and staff are treated fairly and equally and comply with the Equality Act 2010 and the Special Educational Needs and Disability Code 2014.

The Club is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

If there are any changes to the location of the Clubs, parents/carers will receive sufficient notice.

Admissions

The Clubs are available to children attending Upshire Primary Foundation School ('the School') and from Fledglings Pre-school ('the Pre-school'). We accept Pre-school children from the age of 3 years (we are not able to accept children who are still in nappies and not toilet trained).

A registration form must be completed and returned prior to your child starting. Please ensure that we are informed immediately of any subsequent changes, this includes emergency contact details, medical information or family situations or other details which may require special precautions.

The Clubs are currently held in the school hall and drop off and pick up must be accessed by the doors leading on to the car park.

All places at both Clubs are subject to availability.

Current Opening Times and Session Fees

Breakfast Club

Opens from 7.40am until the start of school. We currently have space for 30 children.

Please note that we cannot admit children before 7.40am.

Session costs are £4.00 per child per session – a £1 sibling discount is offered for siblings who are booked in for the same sessions.

We offer a staggered arrival, but please note that breakfast is only served up until 8.25am. If you arrive after this time your child will not receive breakfast and you will still be charged the club rate.

A simple breakfast is offered which includes a selection of cereals, toast/pancakes or crumpets with a choice of topping, plus a drink of milk, water or juice. Please ensure that you inform us of any dietary requirements or allergies.

Places are limited so please **do not** drop off your child at Breakfast Club on the day without making a prior booking as there may not be sufficient space.

If there is an emergency, please call the club mobile and the club staff will be able to inform you if there is availability; call on **07434 765256**. **You will be charged a late booking fee of £2.00 which will be added to the session charge.**

Afterschool Club

From the end of the school until 5.45pm. We currently have space for 35 children.

To 4.15pm – no snack included	£3.50
To 4.30pm – no snack included	£4.50
To 5.45pm (full session) – snack included	£9.00

There is also a session from the end of an extra-curricular club until 5.45pm at a cost of £6.00 (this includes snack).

A £1 sibling discount is offered for siblings who are booked in for the **full** session only.

We may be able to accommodate your child on the day for Afterschool Club, please either email Mrs McPheat at Impcheat@upshire.essex.sch.uk, or call the school office before 1.00pm to see if there are spaces available. You will need to make the payment before your child(ren) can attend the session. **A late booking charge of £2.00 will be added to the session charge for those children who are not booked in before 1.00pm on the day that they require the club.**

Please note that parents/carers will be charged a late collection fee if your child is not collected by 5.45pm. Please refer to 'Late Collection'

Booking and Payments

All club bookings and payments are made via Parentmail. If you wish to pay by Childcare Vouchers or via the Tax-Free Childcare Scheme, please inform Mrs McPheat. Voucher and tax-free payments will be manually added to your club accounts once notification of the payment has been received.

All Club bookings and payment for your chosen sessions **MUST** be made in advance. Bookings can be made up to 24 hours in advance subject to availability, so please be aware that all spaces may have been taken. We will try our best to accommodate 'ad hoc' late bookings but this will be dependent on the availability of spaces. Please note that we have limited places available, as we have to plan for the correct ratio of adults to children, therefore it is important that you book a place for your child.

Payments must be made online via Parentmail, by Childcare Vouchers or Tax-Free Childcare. For further information about the Tax-Free Childcare Scheme click on the following link:
<https://www.childcarechoices.gov.uk/how-to-use-tax-free-childcare/>

If you have not already signed up for Parentmail then please speak to the school office.

You will not be able to book sessions if you have any outstanding club balances and we cannot accommodate your child until the outstanding amount has been paid.

Parents/carers will be given notice of any increase in fees. The Committee reserves the right to exclude a child if fees are not paid. Fees are the responsibility of each person who has signed the registration form or who has parental responsibility for the child(ren).

Please see the Appendix for details on how make bookings and payments.

Cancelling or Changing Sessions

If you have booked a session which you no longer require, please ensure that you go into your club account and unclick the session. If you need to cancel a session after the booking window has closed, please do the following:

- ❖ for breakfast club you can call the club mobile on **07434 765256** before 7.40am on the day;
- ❖ for afterschool club by 1.00pm on the day, either call the school office or email Mrs McPheat at lmcpheat@upshire.essex.sch.uk.

Kindly note that **NO** refunds will be given if a child does not attend sessions that have been booked without notice of cancellation.

Children should be picked up at the end of the session that you have booked so that they are not moving into a different session (parents will be charged any additional costs). Staff will have allocated snack for those children whose parents have selected the full session and there may not be sufficient snack prepared.

If you need to change your allocated session, please call the school office before 4pm or the club mobile on **07434 765256**. You will be informed of the additional costs incurred. Failure to inform staff will incur a late booking charge of £2 , it may also cause distress to your child if they are expecting you at a set time.

Arrival and Departure

Breakfast club

Parents/carers are required to bring their child directly to the club entrance – hall doors leading on to the car park. Please sign your child in and enter their time of arrival. The car park can get very busy in the mornings, therefore please do not release your child/ren from the car to enter the club unaccompanied.

Afterschool club

Currently children from Pre-school, Reception and Years 1 and 2 will be taken to the hall by school staff. Children in Years 3 to 6 will be notified of their attendance in club and will make their own way to the school hall. Club staff will take a daily register of all children booked for the session and will liaise with the Extended Services Co-ordinator/school office to determine the reason why a child may be absent.

When collecting your child please ensure that you sign them out and record the time collected. Parent/carers must ensure that any person who may collect their child is listed on the registration form and that it is kept fully up to date. Please ensure that the person collecting is aware of your chosen password and this is indicated on the form. Club staff will ask for a password.

Your child is only permitted to leave the club with a 'named contact' (as disclosed by you on the registration form). If an unauthorised person arrives to collect your child, they will not be permitted to leave until we have made contact with you or one of the 'named contacts'. No child under the age of 16 is permitted to collect your child unless we have had permission from you.

Daily attendance is recorded on a register which is an important part of our Health & Safety and Fire Procedures.

Your child must be collected by 5.45 pm when the Afterschool Club closes – please refer to 'Late Collection'

Property and Belongings

The Clubs have a range of equipment for all children. It is therefore not necessary or advisable for children to bring toys from home. We are not responsible for any loss or damage to these items or clothes.

Behaviour

All children are expected to behave well, show respect, to be polite, to look after equipment and resources, to be co-operative and courteous to staff and to each other.

Children who do not behave well or do not show respect for staff or each other may be excluded from the Clubs – either permanently or temporarily depending on the circumstances. We follow the Behaviour Management Policy of the school.

Illness

Any child with a rash, discharge from the eyes, diarrhoea or any contagious/infectious illness should not be brought to the Clubs.

If a child becomes unwell during a club session their parents/carers will be contacted immediately. If a child is sent home during school hours, afterschool club will be informed of their absence.

If a child becomes sick during his/her attendance we reserve the right to call for emergency assistance and if necessary, remove him/her to hospital. It is not our policy to administer medicines to children unless specifically requested by the child's parent/carer. To have medicines administered they must be prescribed by the child's doctor, be in the original packaging and have the child's details and dosage required on the front. Parents/carers are required to fill in a consent form which is obtainable from the school office, this is in line with the school's Supporting Children with Medical Conditions Policy.

Incidents and accidents

If your child is involved in an incident, we will inform you of this. In an emergency we will contact you straight away.

All accidents will be recorded in the school accident book and reported to the parent/carer. All club staff are qualified first aiders.

Late Collection

If you think that you will be unable to pick your child up from Afterschool Club before 5.45pm due to unforeseen circumstances, please make alternative arrangements for collection. The office telephone line closes at 4.00pm, so if you need to contact Afterschool Club after this time to let them know that another person is collecting your child or that you are running a little late, please ring the club mobile on **07434 765256**

Please note that a late pick-up fee of £5 will be payable if your child is collected after 5.45pm and before 6pm where we have not been informed that you are running late. If your child has not been collected by 6.00pm a charge of £10 will be payable. After that time the cost will be £10 for every 15 minutes or part thereof. These charges reflect the costs incurred to keep the school open and staffed.

Uncollected Children

If a child has not been collected by 6pm parents/carers will be contacted in the first instance by telephone. The additional contacts parents/carers have provided will be telephoned in the second instance. If these contacts are unavailable after 30 minutes, the police and Social Services will be informed.

Complaints

In the event of a parent wishing to make a complaint, this should be made in the first instance to a member of club staff. If a parent/carer is still concerned, then the matter should be taken to Mrs McPheat the Extended Services Co-ordinator.

A copy of the Complaints Procedure is available on the school website under the Key Information tab.

A copy of these terms and conditions are available on the school website under the Extended Services tab.

Appendix

How to book Breakfast and Afterschool Club sessions on Parentmail

Login to Parentmail using your existing login details which you use for other items such as school dinners, uniform etc. If you have not registered already for Parentmail, please contact the school to request a registration email.

Click the 3-bar menu button on the top left of the page and go to 'Accounts'. Select either Early Birds Breakfast Club or Owls Afterschool Club. You should see your child(ren)'s names above the name of the chosen club.

If there is an amount in 'green' eg £20.00 this is the current credit balance on your club account. If there is zero amount in black eg £00.00, you have no credit balance and you will need to make a payment when booking your session.

Select which day you wish to book – remember if in Owls Afterschool Club when you select your day you will also need to choose which session you require, £3.50, £4.50 or £9.00. Then, click 'Pay Now'. The £6 session at Afterschool Club is for those children who are attending after an extra-curricular club only.

There is only one payment option for Breakfast Club.

You can then select 'Continue' if it is a one-off booking, or 'Repeat' if you want the same session each week – you are currently able to book up to the October half term.

You will then get the opportunity to review your selection, chose 'Confirm' if correct or 'Back' if you need to make changes. If you have no credit balance, you will need to click 'Checkout' to pay to reserve the place. If you are in credit, click to pay now and it will deduct the amount from your credit balance, leaving an updated credit total.

The dates that you have booked and paid for will turn green, indicating that these days have been purchased.

Manual adjustments will be made for the sibling discounts, if a session needs to be changed and the booking schedule is closed or to add monies to your account. Parents/carers are able to add monies to their club accounts at any time by making a 'top-up' payment.

If you pay for clubs using either vouchers such as Edenred or Tax-Free Childcare with HMRC, once payments are received the amount will be allocated to your child's club account.

With regard to voucher or HMRC payments, if you require an invoice, please speak to Mrs McPheat via the school office or email at lmcpheat@upshire.essex.sch.uk.

Please remember that the booking window closes 24 hours before the session is due to take place