Mid-Trent Multi-Academy Trust
Colwich Church of England Primary School
Main Road, Colwich
ST17 0XD
CEO: Mr. P. Hayward

Terms and Conditions: Wraparound Care (CHILL)

We take our responsibilities in caring for your child very seriously and we have to be very clear to our parents and carers about the framework within which we operate. Please take time to read the following pages as it will help us provide and maintain the highest standards of care for your child.

The terms and conditions detailed in this document represent the key elements of our booking agreement. However, as you can appreciate there is a significant amount of day-to-day detail which cannot be reasonably contained in one document. Consequently, you are also provided with supplementary information on our website as well as the day-to-day exchange and communication of documentation (hard copy and email), policies, procedures and reports.

Introduction

1.1 These terms and conditions govern the use of the wraparound care club services provided by schools within the Mid-Trent MAT. By registering your child(ren) in our wraparound care clubs you agree to comply with these terms.

1.2 The Mid-Trent MAT currently operate two wraparound care clubs:

- St. Peter's Kids Club, St. Peter's CE Primary School, Church Lane, Hixon, ST18 0PS
- CHILL, St. Andrew's CE Primary School, Ferrers Road, Weston, ST18 0JN

1.3 These wraparound care clubs provide before and after-school care to children enrolled at St. Peter's CE Primary School, Hixon and St. Andrew's CE Primary School, Weston.

1.4 These clubs may also provide care for children during school holiday periods to children enrolled at any of the Mid-Trent MAT schools.

Hours of Operation/ Session Times

2.1 **Morning Sessions:** Wraparound care clubs operate from 7.45am until the start of the school day.

2.2 **Afternoon Sessions:** Wraparound care clubs operate from the end of the school day until 5.45pm.

2.3 Our wraparound care clubs do not operate on staff training and INSET days.

2.4 Where provision is offered in school holiday periods, opening times and session times are published separately.

Session Fees

3.1 All session fees are payable in advance at the time of booking via Arbor, Tax-Free Childcare or Childcare Voucher.

3.2 Current fees for paid for places/ sessions are as follows:

Session	Times	Rec – Y6 Fees	Flourish Fees
Morning Session	7.45am – School Start	£5.20	£-
Early Afternoon Session	School End – 4.30pm	£5.20	£-
Late Afternoon Session	School End – 5.45pm	£8.32	£-

Booking Sessions

4.1 All sessions are bookable in advance. This allows us to ensure adequate staffing in each session to meet your requirements. By booking a session with us, you agree to pay for the session regardless of whether your child attends or not (for example through illness).

4.2 Sessions are released half-termly and are bookable on a first-come, first-served basis. Once the club reaches capacity no further bookings are able to be made. For this reason, families are encouraged to pre-book sessions for the whole of the half-term when sessions are released in order to ensure that spaces are available in sessions required.

4.3 Sessions must be booked a minimum of 1 week in advance.

4.4 Upon registering your child for a wraparound care club session, you are required to pay for the session booked.

4.5 Sessions are not transferable and non-refundable in the case of non-attendance.

4.4 Any last-minute bookings (within 1 week of the requested session), must be booked via the school office and will only be accommodated if spaces are available. These bookings will incur a late booking charge of 50p per session, which covers additional administration required for late booking.

Payments

5.1 Payment for all booked wraparound care sessions is required at the time of booking. You will not be able to proceed with booking your sessions if there are insufficient funds in your account.

5.2 Where children are ill or do not attend the session for any reason, the session will be charged at the usual rate.

5.3 **Paying by Childcare Voucher:** Upon registration you will need to inform the school office if you intend to pay for wraparound care club sessions with Tax Free Childcare or Childcare Vouchers. Failure to inform us will mean that you are unable to book sessions for your child.

5.3 Sessions are not transferable and non-refundable at the point of booking.

5.4 **Requesting a Refund:** Sessions are non-refundable at the point of booking. In extenuating circumstances (eg. child is hospitalised and unable to attend for a period of time) you may request a refund by writing to the Headteacher. The Headteacher is the only person who is able to authorise a refund and is only permitted to do this in very exceptional circumstances.

5.5 **Requesting a Session Swap**: Sessions are non-transferable at the point of booking. In extenuating circumstances, you may request a session swap a minimum of 1 week in advance by contacting the wraparound care club manager (see contact details below). If space is available and a swap can be accommodated, an administration charge of 50p per session will be incurred.

5.6 **Late Payment Fees:** Failure to pay for wraparound care sessions booked/ attended within 7 days of the session taking place may incur a late payment charge of 10% of outstanding wraparound care fees and prevent you from booking further sessions with us until debt is cleared.

Attendance

6.1 In the case of your child's absence, you are expected to inform the setting a minimum of 30 mins before their expected arrival time.

6.2 You can inform the provision of your child's absence via dojo or by telephone (see contact details below).

6.3 No refunds are given for sessions missed due to holidays, illness or absence.

Late Collections

7.1 It is your responsibility to inform the setting if you anticipate that you will be late to collect your child at the end of their session (see in-session contact details below).

7.2 Children who are collected late (more than 15 minutes after the agreed collection time) will incur a late collection charge.

7.3 Late collection is charged at a rate of £5 for every 15 minutes, or part thereof, after the agreed collection time.

7.4 If we are unable to reach parents/carers and emergency contacts held for the child after a period of 1 hour, our child protection procedures will be applied and contact will be made with Staffordshire Children's Advice Service to report an uncollected child.

7.5 The child will remain in setting, in the care of two members of school staff until the child is collected by the parents/carers, a member of the social services team or the police.

Policies and Procedures

8.1 All school policies and procedures apply whilst children are attending our MAT wraparound care clubs, this includes, but is not limited to:

- Safeguarding and Child Protection Policy
- Behaviour Policy
- First Aid Policy
- Early Years Policy
- SEND Policy
- Equality and Inclusion Policy
- Health and Safety Policy and Risk Assessments

Insurance and Liability

9.1 Our wraparound care clubs maintain all those insurances required by law and are covered under each school's risk protection arrangements. Copies are available on request.

9.2 We accept no responsibility for any loss suffered by parents, arising directly or indirectly, as a result of the setting being temporarily closed or the non-admittance of your child to the setting for any reason. This applies to absence due to sickness, holidays and Bank Holidays. We accept no responsibility for care of children whilst in their parents/carers supervision on school premises, i.e. prior to arrival or after pick up.

9.3 We will not be liable to parents and / or children for any economic loss of any kind, for damage to the child's or parents property, for any loss resulting from a claim made by any third party or for any special, indirect or consequential loss or damage of any kind.

Complaints

10.1 If you have any questions or complaints about the service that we are offering, we ask that you contact your school's wraparound care manager in the first instance to raise your concern.

10.2 If a positive solution cannot be found informally, we ask that you discuss the matter with the Headteacher before following the school's complaints procedure which can be accessed on the school website.

Contact Information

Wraparound Care Club	Wraparound Care Club Manager	Contact Details (During Session Times)	Contact Information (Outside of Session Times)
St. Andrew's CHILL OOSC	Mrs S McCoskry	Emergency contact number - 07535 042629	Contact Mrs McCoskry via Class Dojo or contact the school office on (01889) 228769