

Out of School Club

Terms and Conditions 2020/21

Out of School Club has to meet the running costs. We are unable to subsidise this extended school service from the school budget. Therefore if its running costs are not met by its customers, the service would have to be withdrawn. These terms and conditions allow us to support the staffing and other organisational requirements needed to run the provision safely and effectively. In using the club's service you agree to the terms and conditions.

1) GENERAL INFORMATION

- a. Prior to your child attending Wybunbury Delves Out of School Club you will be asked to complete a child's registration form. In order for us to best meet their needs, you must disclose any relevant medical conditions affecting your child including any dietary requirements, allergies and sensitivities and also any additional needs your child may have.
- b. There is a limit of 30 children for the whole club. COVID19 – there is a limit of 15 children within each internal club 'Bubble' – this is within the Government guidelines and must strictly be adhered to.
- c. The club operates for children of Wybunbury Delves CE Primary School who are aged 3-11 during term time.
- d. If at any time during the course of this agreement there is any change to your contact address or telephone numbers you need to notify us at your earliest opportunity. This applies to all additional contact details you have registered with us such as grandparents and friends.
- e. These terms will become binding once your booked session has been confirmed, at which point you are agreeing to these terms and conditions.
- f. The club operates under the Policies of Wybunbury Delves CE Primary School. Policies are available on the website and parents will be notified if and when changes to these policies are made. Paper copies of all policies are available on request.
- g. Anyone collecting your child must be named on your child's registration form. If anyone other than those named on your registration form arrive to collect your child, we will make contact with you to confirm the identity of the unknown party, before we allow your child to be released to them. They must provide your password. Please ensure you email any changes to pick up arrangements to oosc@wybunburydelves.co.uk prior to the start of the session.
- h. Whilst every reasonable care is taken we cannot be held responsible for any loss or damage to your child's property.
- i. Terms and Conditions (T&C's) may be changed by Wybunbury Delves Out of School Club in order to improve our service. This would be done with at least 1 month's written notice to you.

2) PAYMENT TERMS

- a. All bookings must be paid for. If you do not use a confirmed session that is booked, because for example, your child is sick or on holiday it must still be paid as the session was held specifically for your child.
- b. If you fail to pay for your booked sessions when payment is due, we reserve the right to end this agreement immediately and cease providing childcare services.
- c. Invoices will be sent out, via ParentPay, weekly.
We have to monitor non-payment of services and take action if outstanding payments reach a threshold. This will be defined as:
 - £25 per child for school dinners debt *or*
 - £75 per child for OOSC *or*
 - Preschool invoice not paid within 4 weeks *or*
 - Total debts to school services (Dinners/OOSC/Preschool) exceed £100 per childOnce the threshold has been reached, school will contact you regarding the outstanding payment. Non-payment towards services used could lead to the use of them being withdrawn for your child.
- d. It is not possible to swap any booked sessions.
- e. Payments are to be made via ParentPay, or childcare vouchers.
- f. If you do find yourself being unable to pay the invoice, please speak to Kate Hughes (School Business Manager) at the earliest opportunity so that we can come to an agreement about how the invoice will be settled.

3) OOSC BOOKING TERMS

- a. If your child will not be attending a booked session for any reason you must let us know as soon as possible.
- b. Bookings and cancellations can be made by email, oosc@wybunburydelves.co.uk Please do not expect emails to be acknowledged outside of the extended school day (7.30am-6pm, Monday to Friday).
- c. All bookings will be confirmed by email. There may be times when the club is full due to the club limit being reached, in this instance we will not be able to take a booking for your child(ren) for that session.
- d. We are unable to take a child into the club without a booking.
- e. If booking is made for the longer session after school and your child only stays for the short session, you will be charged for the session booked i.e. the longer session.
- f. Late pick up charges apply if a child is not collected on time – *see late collections below*
- g. Invoices will reflect the sessions booked.
- h. Under COVID19 regulations it is a condition of the club that parents limit the number of different wraparound providers they access, as far as possible. The Government advice states, 'Where parents use childcare providers or out of school activities for their children, schools should encourage them to seek assurance that the providers are carefully considering their own protective measures, and only use those providers that can demonstrate this.' Parents will need to inform OOSC of other out of school activities their child is attending.

4) CANCELLATION OF OOSC BOOKINGS

- a. If Wybunbury Delves Out of School Club are unable to provide a session which you have booked due to school closure, a charge will not be made although we will not be liable for any of your other costs or expenses or for any inconvenience caused.
- b. If your child is ill or self-isolating, you will be charged for the first 48 hours of OOSC bookings after your notification has been received by the OOSC manager.
- c. Bookings made are considered binding and will be charged for a place has been reserved for your child.
- d. Bookings can reviewed half termly.

5) **REASONS WHY SCHOOL MAY CANCEL YOUR BOOKING**

School reserves the right to decline an application or to withdraw places in the following incidences:

- a. where payments are in arrears for OOSC
- b. where money is owed for other school services, e.g. Preschool and School Dinners
- c. in the event of persistent late pick-ups.
- d. in the event of repeated or inappropriate behaviour
- e. If Wybunbury Delves Out Of School Club is unable to meet the needs of a child, the school have the right to review the place allocated

6) **LATE COLLECTION**

- a. Out of School Club closes at 6pm. Any parent arriving after this time will be charged a late collection fee. Please see fees and charges.
- b. If a parent/carer is late collecting from the short after school session, after 4.30pm, the session will be charged at the long session rate.
- c. On the instance of regular late collection we will have a discussion with you and we reserve the right to end this agreement immediately and cease providing childcare services.
- d. Where a child has not been collected by 6.30pm or ½ hour after the club closes and attempts to contact the parent or nominated carer have failed the school will implement Safeguarding Procedures. At this point the Out of School Club staff will contact the Police and report the non-collection to the Duty Social Services contact.
- e. Any changes to pick up arrangements must be made in advance by phone (**OOSC Emergency Mobile 07444363107**) or by e-mail and must be made by the parent / carer.

7) **COMPLAINTS**

Should any parent/carer wish to discuss an issue around the Wybunbury Delves Out of School Club they should speak to the Out of School Club Manager in the first instance. After this discussion, if you feel your concern has not been resolved then you should contact the Head teacher. A copy of the school Complaints Policy is on our web site.

8) **RULES AND PROCEDURES**

- a. Parent/carer must sign their child out of the club at the end of a session, filling in both the time and their signature.
- b. All children are expected to behave with safety and consideration of others in mind at all times. Any inappropriate behaviour will be discussed with parents/carers and logged, if necessary.
- c. Any continued disruptive behaviour may jeopardise your child's place at Wybunbury Delves Out of School Club in the future.
- d. The club operates under Wybunbury Delves CoFE Primary School's Vision and Values and therefore expects the Club staff, children and parents to respect each other and to behave responsibly to each other.

9) **COVID19 OPERATING RULES**

As running OOSC requires the club bubbles to be mixed, we need to make changes to our terms and conditions. The Government guidance states, '**schools should use small, consistent groups.**'

- ❖ We will **only be accepting permanent bookings**, no casual bookings.
- ❖ We recognise some people's shifts are not consistent week to week, please make your bookings with Clare as soon as you know your shift pattern – she will confirm if we have availability to make the bookings.
- ❖ All bookings will be charged for, including cancellations. Bookings can/will be reviewed half termly.
- ❖ Bookings need to be made to Clare via email, oosc@wybunburydelves.co.uk She will confirm the booking.
- ❖ Once we have reached our booking limit, no more bookings will be taken – this will be strictly adhered to.
- ❖ If a child tests positive for COVID and they have attended the club, OOSC will close for 14 days' self-isolation of staff. Any children who have attended the club on a session with the positive test person (within the time period advised by Public Health – this is because a person is contagious before they show symptoms) will also have to self-isolate.
- ❖ A condition of using the club is that parents limit the number of different wraparound providers they access, as far as possible. The Government advice states, '*Where parents use childcare providers or out of school activities for their children, schools should encourage them to seek assurance that the providers are carefully considering their own protective measures, and only use those providers that can demonstrate this.*' Parents will need to inform OOSC of other out of school activities their child is attending.
- ❖ OOSC will function from the Hall initially. Access will be via the black door on the front of the old building.
- ❖ Parents/carers are not to enter the hall or school building at any time.
- ❖ The hall will be zoned and the children will need to stay in their zone – Red Bubble: PS/Rec/Y1/Y2 then Green Bubble: Y3/Y4 and Blue Bubble: Y5/Y6, this is to reduce the mixing between school bubbles
- ❖ OOSC will be encouraging outdoor play as much as possible.
- ❖ Once the COVID-19 rules and regulations are relaxed we will be moving back into the OOSC mobile but for the time being the Hall allows us to have more children whilst maintaining space between us all.

10) **CONTACTING US**

You can contact us via the OOSC Mobile 07444363107

You can also email us at oosc@wybunburydelves.co.uk

FEES AND CHARGES 2020-2021

There is a limit on the number of children in the club and we are unable to exceed this. The club manager will acknowledge your request and confirm a booking if there are place(s) available

- **Breakfast Club** (7.30am to 8.45am) - **£6.00**
- **After School Club** (3.15pm to 4.30pm – short session) - **£5.00**
- **After School Club** (3.15pm to 6.00pm – long session) - **£10.00**
- **Emergency Booking** (on same day) for After School Club - **£10.00**
- **Late Charges, after 6pm Club** - for the first 15 minutes **£10** and **£5** every 5 minutes onwards
- **After School Club Late Charges for late pick up on booked short sessions** – you will be charged the session fee for the long session.