



Hindlip CE First School

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Dear Parents/Carers,

Re: Hindlip After School Wraparound Care

We are pleased to report that our after-school provision 'Little Deer' is proving to be successful. As you know, this service is run on a business model to ensure it remains a financially viable service which remains in place to support our families. After allowing a good settling in period for 'Little Deer' we would like to draw your attention to the terms and conditions for this service and a few additional pieces of information:

TERMS AND CONDITIONS FOR HINDLIP AFTER SCHOOL WRAP-AROUND CARE

We will **only** provide childcare for children who attend Hindlip First School.

At Little Deer the children socialise and build relationships with children outside of their peer groups. Each day there are a range of activities, which the children help the staff plan. This includes outside play/sports, toys, cookery, card games, crafts and coding on ICT equipment etc. The children enjoy outside physical activities in the lower play area and garden.

Your child needs to bring a healthy snack to eat (fruit, vegetables, brioche, cereal bar etc.) at their session (no sweets, chocolate or food containing nuts due to allergies please).

Opening Times and Costs - Monday - Friday, term time only (we will not open on teacher training days or bank holidays) from **3.15pm - 5.30pm**:

- **£5** if child is collected between 3.15pm and 4.15pm
- **£10** if child is collected between 4.15pm and 5.15pm
- **£11.50** if a child is collected between 5.15pm and 5.30pm
- Payments will be made using our school online payment service (Payment4schools)
- We can accept Tax-Free Child-Care Scheme payments
- You will be invoiced **in advance** for each half term. Invoices will need to be paid within 2 weeks or a late payment charge of £5 will be incurred and your child's place can be withdrawn

Wraparound care will include the clubs from 3:15-4:15 each day. These may include things like Cookery Club, Science Club, Board Games Club, Electronics Club along with other opportunities.

Collection - You can collect your child(ren) from the main school entrance. A digital doorbell is in place for you to ring when you arrive.

Can I use the club on a one-off basis? 'On-the-day' emergency bookings should be available - you would need to call to enquire whether we have spaces. We will always endeavour to accommodate.

What would happen if my child's ill? In line with school policy, we are unable to accept children if they are ill. If your child is ill during the school day or during the club, you will be contacted in the usual way. The 48-hour rule, following sickness and/or diarrhoea, also applies. **Please note that refunds are not given in the event of illness.**

What happens if I am late? We understand that on rare occasions things go wrong and parents may be unavoidably late collecting their child. If this happened, you would be expected to let us know by leaving a message on the school answerphone. To deter late collection there will be additional charges incurred.

Children who attend into the next session will be charged for the additional session. For children collected *after* the close of the care the late collection fees are as follows:

Please note that late collection fees are: £2 per child per 5 minutes (or part of) for the first half hour. Every subsequent five minutes thereafter will be charged at £5 per child. Late charges have been set deliberately high to cover staffing costs and deter lateness as it is unfair on staff running the club to be significantly delayed.

My child has additional needs. Can they attend the club? All children are welcome to attend. Please note, that should your children require additional support or assistance beyond that provided by the staff, additional charges may occur to cover the cost of additional staff.

How is behaviour managed? The school rules and expectations for behaviour extend to after school club. Time-out will be used as an immediate sanction for poor behaviour. Repeated or unacceptable behaviour will not be tolerated, and school reserves the right to refuse a place to children who do not adhere to the rules and expectations. If a place at the club is withdrawn due to poor behaviour, a refund equal to the cost of days unused will be made.

How much notice do I need to give of change or cancellation? If you wish to increase the amount of time your child attends the club this will be dependent on the space available. If you want to reduce or cancel the hours for your child, you will be required to give half a term's notice in writing. Your child's place at the club runs continuously, term on term, year on year, until you give notice of cancellation. Payment must be made half termly in advance.

What would happen if my child wanted to attend an after-school enrichment club? Children are still welcome to attend these opportunities; however, *you will still need to pay for their space at after-school wraparound care.*

Important Additional information

Emergency Bookings - please note that whilst we will do our best to provide places for children on a one-off basis, these on-the-day bookings are for emergencies only, e.g. once or twice a term. Should on the day bookings become a regular occurrence, then we will need to start saying no to last minute requests, as it is simply not sustainable for staff to manage. If we feel that this emergency facility is being misused by a family, they will receive a letter warning that on-the-day bookings are being withdrawn should extra drop offs continue.

Payments - Please ensure you DO NOT combine payments for Breakfast Club and Little Deer. These are two discrete services, and it is incredible difficult to reconcile payments when this happens. These services must be paid for separately once you have received an invoice. Please ensure you pay the exact amount on the invoice and then return the payment slip with your reference number for payment (whether you have paid online or with child tax credits) to ensure you are not overcharged. Please do not guess your charges, wait for an invoice then return the payment slip and reference number once paid.

Late collection Charges - We will now be enforcing the charges for late collections as per the above terms and conditions.

Thank you for your consideration,

Mr. Gromski and Mr. Uren