

Wrap Around Care – Terms and Conditions

1. Introduction

- We aim to provide a high quality service which meets the needs of both parents /carers and children.
- For parents/carers, this means knowing that your child is safe and happy in a club that is reliable and offers a consistent service.
- For a child, this means an environment that is safe, happy, supportive and nurturing. A place to be with friends and make new ones, try out new activities, to relax, to have fun and enjoy.

2. Sickness

Parents/carers must comply with the exclusion guidelines set by the Health Protection Agency; details are available from the school office.

3. Parents/Carers authority

Welfare of the child

The parents/carers authorise the breakfast club/after school wrap around care to take all necessary action to safeguard and promote the welfare of the child in line with school policies.

Parents/carers consent also to emergency medical treatment, including surgery and/or general anaesthetic, if certified necessary by a doctor and if parents/carers cannot be contacted on the emergency numbers provided in time.

Administration of Medication

Please refer to our Administration of Medicines policy which can be found on the Federation website. Parents/carers must complete a Medicines Form requesting staff to administer medication in all cases. We will not accept medicines which have been taken out of the container as originally dispensed nor make changes to dosages on parental instructions.

Accidents

All accidents that staff are made aware of, are documented on i-AM Compliant and reported to parents/carers.

4. Entry to Extended School Provision

Sessions are booked half term in advance (to be reviewed once numbers stabilise) using Pupil Asset. This booking includes payment for the sessions.

If a parent wishes to book an ad-hoc session they must contact the school office directly. Where possible we will accommodate these requests but cannot guarantee it.

5. Fees

Fees will be reviewed annually in April.

Bookings cannot be made without payment and the school reserves the right to withdraw the child's place until payment is made.

No refund will be given if the child is absent or sick. This includes if a child is absent due to holiday absence from school (regardless of whether the absence has been authorised from school).

No partial refund will be given if a child leaves before having food.

If the school closes a Club due to unforeseen circumstances parents/carers will not be charged for these sessions.

Fees are the responsibility of the person who booked the sessions.

Parents who book for mini- wrap around and arrive after 16:35 will be charged the full wrap around fee. This is to ensure appropriate staff:pupil ratios are maintained in accordance with regulations and to be fair and equitable to all. If a child is not collected by 18:05 parents and then emergency contacts will be telephoned. Collection after 18:05 will incur a £5 late fee, with an additional £5 fee per 15 minutes. Repeated lateness could result in a place to any club being withdrawn.

Standard terms and conditions

Reasonable changes may be made from time to time to these standards terms and conditions and to the level of fees.

6. Cancellation and removal

Termination of the Contract:

If parents/carers have booked and paid for a session but they choose not to send their child, a refund will not be given.

Removal

Parents/carers may be required to remove the child temporarily or permanently if the conduct of the child is unacceptable and it appears to the club leader that the continued presence of the child is incompatible with the interests of the Swallowtail Federation. There would be no refund of fees in these circumstances.

7. General Conditions

Disclosures

The school must be notified in writing immediately of any changes in contact details or family situations, Court Orders or situations of risk in relation to the child for which any special precautions may be needed. This information will then be passed on to breakfast club/after school wrap around care staff.

Child Protection

Staff have a duty to report any significant concerns s/he might have about the safety/wellbeing of a child to a federation designated safeguarding lead who may then also inform Social Services if appropriate, in line with the school's policies for Safeguarding.

Confidentiality

Parents/carers agree to inform the school of any information necessary to safeguard or promote their child's welfare or avert the risk of harm to their child or other person. Staff will be informed of sensitive issues concerning the child on a 'need to know' basis. Where deemed appropriate this will be passed on to breakfast club/after school wrap around care staff.

Equal Treatment

We welcome staff and children from many different backgrounds. Similarities and differences are valued and respected and all children are treated equally.

Discipline

The parents/carers hereby confirm that they accept the authority of the breakfast club/after school wrap around care staff to take all reasonable disciplinary or preventative action necessary to safeguard and promote the welfare of each child.

Closures

In the event of the club's closure due to severe weather or an emergency, parents/carers will be informed by telephone or text message. A refund of session fees would be made under these circumstances.

Insurances

The Swallowtail Federation undertake to maintain those insurances which are prescribed by law. The clubs are covered by the Swallowtail Federation risk protection insurance.

Complaints

Parents/carers who have cause for complaint in relation to any matters of quality, safety or care must inform the breakfast or after school wrap around care leaders. If the matter remains unresolved they should make an appointment to see the Executive Headteacher. The academy's Complaints Policy is available on the Federation website.

Contact Information

With all matters relating to breakfast or after school wrap around care, please contact your child's school office:

Catfield Primary Academy – office@catfield.norfolk.sch.uk 01692 580568

Hickling Infant Academy – office@hickling.norfolk.sch.uk 01692 598355

Sutton Infant Academy – office@sutton.norfolk.sch.uk 01692 580608