

## Polkadots Out of School Care Ltd

### Terms & Conditions for Parents/Carers

#### **BREAKFAST CLUB/AFTER SCHOOL CLUB/HOLIDAY CLUB**

Polkadots Out of School Care provides a welcoming, safe, secure, and supportive environment for all children and parents. We offer a fun, contemporary atmosphere where your child can participate in activities provided, relax reading, or doing their homework. Our staff are caring, qualified and dedicated and strive to provide good quality care for your children.

#### **Breakfast Club**

- Fees for the Breakfast club at Polkadots are (Please select applicable school) per session.
- The session runs from 7:40am or the time the children arrive at the club to the finish time of 8.40am.
- We charge for full sessions only.
- No hourly rates are available.
- Fees are to be paid in full in advance of each term.
- If fees are not paid Polkadots reserve the right to cancel any place in line with our policies and procedures.
- Fees apply for sickness and holidays or if your child is unable to attend for any other reason.
- All bookings are made via Cheqdin and invoiced prior to the Term commencing where payment will need to be made by the deadline on the invoice.
- Fees are reviewed annually and are subject to change, this will be advised a term in advance.
- Breakfast is served from 7:40am until 8:15am - please ensure your child arrives in time to be catered for.

#### **After School Club**

- Fees for After school club at Polkadots are (please select applicable school) per session.
- The session runs from the time the children arrive at the club (3:15pm) to the finish time of 6:00pm.
- We charge for full sessions only.
- No hourly rates are available.
- Fees are to be paid in full in advance.
- If fees are not paid Polkadots reserve the right to cancel any place in line with our policies and procedures.
- Fees apply for sickness and holidays or if your child is unable to attend for any other reason.
- All bookings are made via Cheqdin and invoiced prior to the Term commencing where payment will need to be made by the deadline on the invoice.
- Fees are reviewed annually and are subject to change, this will be advised a term in advance.

#### **Holiday Club**

- The same conditions apply for our holiday clubs.
- All holiday club bookings must be booked via Cheqdin.
- Payment for holiday club must be paid at the time of booking – the booking not secured until the payment is made.

- Once you have booked your session via Cheqdin and paid we cannot refund sessions, we only swap sessions within the week of which the session is booked and this is subject to availability.
- If payment has not been received the Friday before holiday club commences your child/children will not be able to attend.
- Holiday Club starts at 8:00am – we cannot accept children on site any earlier, please wait at the gate to be let in by a member of staff.
- Sessions close at 3pm or 6pm if you arrive after this time, you will incur a £25.00 late collection fee.
- Late collection fees must be paid within 24 hours of invoice being sent.
- If your child is being collected by someone other than yourself, please let a staff member know and set a security password.
- Once a booking has been confirmed via Cheqdin no cancellations can be accepted. Polkadots reserve the right to withdraw any future bookings at holiday clubs if the terms and conditions are not adhered to.

### **Reproduction of invoices**

- For any tax related invoice reproduction or statement of payments, a charge of £25.00 will be required for this service.
- Reissue of invoices subject to a £5.00 admin fee.

### **Collection of child/children**

- All parents/Carers are requested to make sure that their child is collected by 6:00pm, if you are to be unavoidably delayed, please call the correct telephone number for setting your child attends to advise the staff and if there needs to be an alternative pick up arranged. If an alternative pick up is arranged, we advise setting a security password with the person collecting to ensure the safety of your child.
- You must have collected your child/children by 6:15pm at the latest as we allow for a late collection of 15 minutes after our session has closed.
- If you are later than 6:15pm you will incur a late collection charge of £25.00 invoiced via Cheqdin to you the day after your late collection of your child/children.
- If you arrive after 6pm (official closing time) two or more times per week/consecutive session the late collection up fee will be incurred and invoiced to you via Cheqdin.
- All late payments/collections fees must be paid within 24 hours of the invoice.

### **Contracted Sessions**

- When you have accepted your contracted sessions via email i.e Monday breakfast club, you are guaranteed this place for your child/children every Monday.
- Your contracted session/s remains your contracted session/s on a continuous basis (Term to Term) until you give notice.
- 4 weeks' written notice is required when reducing contracted sessions, (if these 4 weeks full in term time these weeks are required to be paid).
- All contracted sessions must be paid for each term, even on days your child/children are off sick, holidays or if your child/children are unable to attend for any other reason.
- Failure to make payment for contracted sessions may result in a late payment fee of £25.00 which will be added to your Cheqdin account.
- Polkadots reserved the right to withdraw sessions if payment has not been made before the payment deadline.

### **Ad-hoc Sessions**

- Ad-hoc sessions are to be requested 24 hours before the session is required.
- Ad-hoc sessions are subject to availability.

- Ad-hoc are to be paid separately to contracted sessions, an invoice will be sent at the time of request, and the invoice required payment within 24 hours of being sent.
- Ad-hoc sessions may incur an additional fee at the point of booking.
- Ad-hoc sessions must not form part of a regular pattern over a period of two weeks or more this will constitute as a contracted day and will be invoiced to you as a full term booking.
- Failure to make payment for sessions within 24 hours of the invoice being sent you will incur a £25.00 late payment fee.

#### **Swap contracted session - one off**

- A contracted session can only be swapped in exceptional circumstances and only swapped within the same week.
- Swapping a contracted session is subject to availability.

#### **Emergency on the day booking**

- Must be requested by 2:00pm via email on the day of emergency.
- Emergency bookings are subject to availability.
- Emergency bookings are for registered children of Polkadots only.
- You will be invoiced on the day of emergency booking and must be paid within 24 hours of invoice being sent.
- If you do not pay the invoice within 24 hours, you will receive a late payment fee of £25.00

#### **Exceptional Circumstances**

- When we must close due to exceptional circumstances, we will receive a 50% credit on your Cheqdin account. This will be reflected in your next invoice. Alternatively, you may swap to a different session within the term subject to availability.
- Exceptional circumstances include extreme weather, staff absences beyond our control, school closures. This list is not exhaustive.

#### **General expectations**

- All children, staff and adults are expected to always show respect when in the setting.
- The children will be consulted in agreeing and adhering to all the club's ground rules.
- If there is continual behaviour issues the parent/carer will be informed and the behaviour management procedure will be implemented. If there is no improvement and the safety of other children at the club is compromised, then actions will be taken to exclude the child from the club. This is only in extreme circumstances and all efforts would be made to make the club a positive and fun place for all children.
- Our responsibility is for the health, safety, and welfare for all children always.

Copies of Polkadots Out of School Care Ltd statutory policies and procedures are available on request or can be found via the parent portal on the website. [www.polkadotsoutofschoolcare.co.uk](http://www.polkadotsoutofschoolcare.co.uk)