

## Polkadots out of school care Terms and Conditions for Parents/Carers

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

Polkadots Out of School Club provides a welcoming, safe, secure and supportive environment for all children and parents. Polkadots offer a fun, contemporary atmosphere where your child has the opportunity to 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.

- Fees for the Breakfast club at Polkadots are (Please select applicable school) per session. The session runs from 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 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 to be made through our online booking system where payment will need to be made at the time of booking. Fees are reviewed annually and are subject to change, this will be advised a term in advance. Breakfast is served from 7:40am until 8:20am please ensure you arrive in time to be catered for.
- Fees for the after school club at Polkadots are (please select applicable school) per session. The session runs from the time the children arrive at the club 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 to be made through our online booking system where payment will need to be made at the time of booking. Fees are reviewed annually and are subject to change, this will be advised a term in advance. The same conditions apply for our holiday clubs. ☒ If your child/children are not attending their booked session please inform Polkadots via email or text to confirm their absence for this session.
- For any tax related invoice reproduction or statement of payments, a charge of £25 will be required for this service. ☒ 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 the site 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 a later than 6:15pm you will incur a late pick up charge of £25 on collection of your child/children. This fee will be charged to you via our online booking system. If you arrive after 6pm (official closing time) two or more times per week/consecutive session the late pick up fee will be incurred on your account. All late payments/collection fines must be paid within 24hours.
- From the time of booking a contracted day i.e. a Monday you are guaranteed this place for your child/children every Monday. Sessions are to be booked by the last Friday before the new term commences via our online booking system and payment is to be made using this system. Any one- off additional days required are to be paid separately

on the day which will also be generated by our online payment system. 'ADHOC' sessions must NOT form part of a regular pattern over a period of two week or more this will constitute as a 'contacted day' and must be booked inline with our full term bookings. Any one off sessions required must be booked on the Sunday before 6pm for the commencing week (where sessions are available via our adhoc section). Breakfast Club bookings will now require a MINIMUM of 24 hours notice before attendance. Failure to make payment for these sessions within 24hrs of attendance you will incur a £25 late payment charge. A contracted day can only be swapped in exceptional circumstances and only swapped within the same week.

- Emergency on the day bookings must be made no later than 2:30pm in which case an email or text must be sent to Polkadots to ensure we have your child/childrens name on our register to collect from school and this will depend if we have the space to take your child on the day.
- Your contracted place will remain booked from term to term and school year to school year, until such time you no longer require the services, a 4 week written notice period is required to be given in a letter or an email. Any reduction in days booked from term to term an invoice will be generated for payment to be made to cover our 4 week notice period. Any unbooked sessions inline with your contracted days an invoice will be generated for these 'missing sessions'. A £5 admin charge will be added in these circumstances. For any "full term bookings" that are not made by the booking due date a £25 late booking fee will be applied to your online booking account.
- All children, staff and adults are expected to show respect at all times when in the setting and the children will be consulted in agreeing and adhering to all the club's ground rules. If there is a continual behaviour issue 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 action 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 clubs a positive and fun place for all children. Our responsibility is for the health, safety and welfare for all children at all times.

Copies of Polkadots out of School Care statutory policies and procedures are available on request