



## **Talbot Stars Wraparound Care (Breakfast and After School Club) Terms and Conditions of booking 2021/22**

These terms and conditions form part of the contract with the parents/carers and Talbot Stars.

Talbot Stars operates a Breakfast and After School Club for the parents and children in the local community. We aim to offer a high quality provision in a safe and a stimulating environment, that is good value for money.

### **1. Opening Times**

Breakfast Club	7:30am – 8:30am	Monday – Friday	Term time only
Afterschool Club	3:10pm – 5:45pm	Monday – Friday	Term time only

### **2. Booking and Fees**

- 2.1. Parents will be able to book into clubs on **'My Child at School' (MCAS)** click [here](#). For more information on accessing **My Child at School** click [here](#)
- 2.2. Parents are advised to book the services they require online in advance to avoid disappointment. If a place is needed at short notice, please contact Talbot Primary School as soon as possible. It is not acceptable to leave a child unaccompanied with no booking at the club. The parent must always check with the manager that there is sufficient space as the club has to comply with the legal requirements of Ofsted. If a child is left unaccompanied without confirmation that there is a space available, a fine of £30 will be incurred.

<b>Service</b>	<b>Fees</b>	<b>Additional Services Included:</b>	<b><u>Late Collection Fee</u> See 2.2 note below</b>	<b><u>Non-booking Fee</u> See 2.3 note below</b>
Breakfast Club	£3.50	Breakfast	n/a	£1.00
After School Club	£9.00	Snack	Any collections after 5.45pm will incur a charge of £10 every 15 minutes	£2.50

- 2.3. Late collection fees will be charged as 2 members of staff will have to be paid overtime to remain with the children that have not yet been collected.
- 2.4. Non-booking Charges will be made in certain circumstances where a parent has not contacted the club to book their child's place but accompanies the child to the start of the session to enquire if space is available. This may be waived in certain emergency circumstances. It is advised therefore, that you do make your bookings in advance or contact the club as soon as possible. Non-booking charge will also apply to any booking made less than 24 working hours before hand.
- 2.5. All fees include resources, activities and breakfast/snacks and drinks.

### 3. Invoicing and Payment

- 3.1. Fees are non-refundable due to sickness, school trips or holidays etc. During term time at Breakfast Club and After School Club, if your child is booked to attend and does not attend, you will still be charged. **No cancellation will be credited.**
  - 3.1.1. Fee payment is expected in full at the time of booking and all bookings should be made online. Payment by childcare vouchers should be in advance, please allow 5 working days for funds to clear. Please note that we no longer accept cash payments at the school front office. Should you have no other alternative payment method, please contact Miss Bosley (Business Manager) at the school.
  - 3.1.2. Talbot Stars reserve the right to refuse to allow your child to attend the club and / or take action as is deemed appropriate while any of the club fees and / or additional charges remain unpaid.
  - 3.1.3. The payment Terms and Conditions are intended to safeguard Talbot Stars/Talbot Primary School against the consequences of the default of others. As such, and without prejudice to the clubs legal rights:
  - 3.1.4. Talbot Stars/Talbot Primary School reserves the right to make late payment charges composed of:
    - (i) 15% of the debt remaining outstanding.
    - (ii) and an additional administration charge of £25.00
  - 3.1.5. You agree that the Talbot Stars/Talbot Primary School will be able to recover any costs incurred in the recovery of late or unpaid fees. Such costs will include, but not be limited to, legal fees and court fees.
  - 3.1.6. Swapping bookings:
    - In the situation where a parent wishes to substitute a session for another day, where possible, and as long as we have 24 hours' notice, we will do what we can to accommodate this within the conditions below.

- We can only authorise you to swap dates within the same week your child has been booked for. For example, if your child is booked in on a Tuesday and you wish to swap for a Thursday. However, we cannot authorise you to swap sessions to a different week. For example, if you wish to swap a session on a Friday to the following Monday.
- Please note that this is not a cancellation. Please refer to section 3.1 for our policy on cancellations.
- Please also be advised that this policy is only for swapping dates and not adding extra sessions.
- We will do our best to accommodate any food allergies that your child has.

3.1.7. Parents / Legal Guardians must contact the Business Manager at school to register to use childcare vouchers for payment of the Breakfast and After School Clubs. All payments should be made in advance of bookings and parents should allow 5 working days for funds to clear and be added to their **MCAS** account. No bookings can be made without payment prior to attending the clubs.

#### 4. Note for parents

The use of mobile phones by parents/carers on site is forbidden. We will not tolerate abusive parents.

#### 5. Medical, Allergens, Dietary and Special Needs

- The school are aware of children with allergies, dietary or any other special needs. However, it is the parent's responsibility to ensure the Club Manager is aware.
- Medication, other than inhalers or auto injectors (e.g. epipens) cannot be administered by club staff during club sessions. If your child has a health care plan, please let the school office know.

#### 6. Ofsted registration numbers

Talbot Primary School 144 874

#### 7. Working Tax Credit:

If you receive Working Tax Credit you may be able to get help towards the cost of childcare. For further details contact the tax credits helpline on 0845 300 3900 or visit HM revenue and Customs (HMRC) website [www.hmrc.gov.uk/taxcredits](http://www.hmrc.gov.uk/taxcredits)

#### 8. Termination of the contract

Talbot Stars/Talbot Primary School reserve the right to terminate this contract immediately in the event of unsuitable behaviour of parents or non-payment of fees following the non-payment procedure. In any other circumstances 4 weeks' notice will be given.

#### 9. Amendments

We will provide 4 weeks' notice of any changes made to this policy.

During the Clubs opening hours (7.30am - 8.30am & 3.10pm – 5.45pm) only, they can be contacted on 01202 513981 option 5. Please **do not** leave a message as these will not be picked up.

**By signing up to the clubs, you are confirming you agree to the terms and conditions as detailed in this document.**