

Terms & Conditions

Effective from 1st September 2024

Please read the Terms & Conditions carefully *before* returning the registration/child form. If you have any questions regarding our Terms & Conditions, please contact the school.

Any reference to 'parent', 'parents', 'family' or 'families' refers to adults aged 18 and over, with a legal responsibility - or acting as the guardians - to the child/children and/or responsible as bill payers.

1. Registration

- a. Parents will need to access **Arbor** to manage their bookings.
- b. Parents must complete all sections of the online registration/child forms before their child/children can attend Breakfast and After School Club.
- c. Parents will need to confirm that they have read our Terms & Conditions and Privacy Notice by ticking the confirmation box when completing the registration/child form and/or when booking.
- d. By ticking the box to confirm you have read our Terms & Conditions and Privacy Notice, you are agreeing to all articles mentioned in the Terms & Conditions and Privacy Notice.
- e. Parents will be unable to register and/or book with us if they do not agree to the Terms & Conditions and/or Privacy Notice.
- f. By completing the registration/child form, you are accepting responsibility for ensuring childcare fees are paid as outlined within these Terms & Conditions.
- g. Breakfast and After School Club will confirm receipt of your child's registration and/or booking by email within 48 working hours of completing the online registration process.
- h. If a child has an additional need requiring an increased staffing ratio or medical training, it is the parent's responsibility to liaise with the school office to ensure the provision is adequate before the child begins their sessions with Harmony. The cost of the additional member of staff and resources will be at the cost to the parent.

2. Term Time Bookings

- a. Parents can manage their bookings by accessing their online Arbor account.
- b. A confirmation email will be sent to parents upon completing their online booking.
- c. Costs and fees can be found when booking online. Costs are available before finalising their booking.
- d. Breakfast and After School Club operates a "first come, first served" booking system.
- e. All bookings are subject to availability.
- f. Breakfast Club is open from 07:30 until the start of the school day. **Children are unable to arrive and attend Breakfast Club before the opening time.**
- g. After School Club is open from the end of the school day until 18:00. **Children must be collected by this time.**
- h. **Parents can book sessions online with a minimum of 24 hours' notice.** This depends on availability. Parents wishing to book a session with less than 24 hours notice must contact the school office.
- i. Parents may book a maximum of one academic year (September to July) at a time. Payment must however be made in advance.
- j. When the school closes earlier than usual, Breakfast and After School Club will not be open for After School provision.
- k. Our definition of a "regular booking" refers to childcare arrangements made on a long-term basis. For example, one school term or one academic year. The place is reserved for your child on the days/sessions required for the period selected when booking online.
- l. Our definition of an "Ad-hoc booking" refers to one-off bookings, irregular bookings or casual bookings. For example, one week at a time.
- m. Parents will not be able to book sessions when there is an outstanding balance on their account.



3. Term Time Payments

- a. Breakfast and After School Club accepts online payment only via Arbor. We are currently exploring how we can engage with the childcare voucher scheme (CCV) and Tax-Free Childcare scheme (TFC).
- b. Breakfast and After School Club do not accept payment by cash or cheque.
- c. Payment for all bookings is due in advance.
- d. We reserve the right to take legal action to recover the costs of outstanding childcare fees.
- e. Breakfast and After School Club do not give any refunds. Any credit is kept on account and applied to future bookings.

4. Term Time Invoices & Additional Charges

- a. Fees are strictly payable in advance and regardless of attendance.
- b. No charges will be made for Bank Holidays.
- c. A credit note will be issued for any cancelled sessions, in accordance with our Terms & Conditions for cancellations.
- d. **You may incur a 'late collection fee' of £0.50 per minute for the first fifteen minutes, and £1.00 for every minute thereafter, should your child be collected after closing time or by the agreed collection time.**
- e. If your child attends our 'Afternoon Short Session' you will incur a 'late collection fee' if your child is not collected on time. If your child is collected after 4:40 pm there will be a late fee of £5.00. If your child is collected after 5pm there will be a late fee of £9.00.
- f. All fees will be under constant review. We will endeavour to give you one calendar month's notice before any changes are made to the fees.
- g. If you do not wish to pay any price increase, you may end the agreement with one calendar month's written notice to withdraw your child from Breakfast and After School Club.
- h. If a child has additional needs and is unable to attend safely within the ratios, parents will be expected to pay an additional charge to match the level of support provided.

5. Arrivals & Departures

- a. The school staff are responsible for signing in your child and recording the time of their arrival at the Club.
- b. Parents or the nominated person must sign out their child from the Club upon their collection. Our electronic register will automatically record the time of collection from the Club.
- c. **Children cannot arrive earlier than the stated opening time of the Club.**
- d. **Children must be collected by the Club's closing time or the agreed collection time.**
- e. For your child's safety, we recommend you or a named person accompany your child upon arrival to the Breakfast Club to ensure a Staff are aware that your child has arrived and to provide you with any updates on the day's session.
- f. Your child will only be released to you or a person named on the booking system. Under no circumstances will your child be released to any person who has not been specified by you.
- g. Your child will, under no circumstances, be released to any person who is under the age of 18.
- h. Unknown collectors will require a photo ID and the collection password to enter the Club and/or collection purposes.
- i. Parents must create a collection password upon registering and booking at Breakfast and After School Club.
- j. **Parents must notify the Club if they will be late collecting their child.**
- k. If your child is not collected by 6:00 p.m. without any contact from their Parent, we reserve the right to notify the relevant authorities.
- l. **Children in Year 5 and Year 6 may walk home alone during daylight hours and only when prior written permission has been given. This may be taken away at the discretion of the school.**



6. Absences & Illness

- a. If your child is absent, you should notify Breakfast and After School Club at least 30 minutes prior to the club's opening time.
- b. If you suspect that your child has an infectious or communicable disease you must notify the Club as soon as possible.
- c. No child with an infectious or communicable disease may attend the Club until fully recovered. We will follow any Health Guidance on infectious disease and exclusions period (a copy of which can be found at the club.)
- d. If your child becomes ill while at the club you will be contacted and, should it be necessary, medical attention will be sought.
- e. Any child who has been vomiting and/or has diarrhoea must not return to the club until 48 hours after the last bout of the illness
- f. All absences will be charged at the full rate. However, in the event of a long-term illness that results in more than two consecutive weeks' absence, please contact the School Office.

7. Behaviour

Staff will strictly follow the Kingswood School Behaviour Policy - please see our website at www.Kingswood.surrey.sch.uk

In accordance with our Kingswood School Suspensions and Exclusions Policy, we reserve the right to suspend and/or exclude any child who persistently behaves in an unacceptable manner.

8. Data Protection

- a. We comply with the requirements of the General Data Protection Regulation 2018 (GDPR), regarding obtaining, storing and using personal data.
- b. For security reasons, parents are advised not to share their online account password.
- c. Breakfast and After School Club follow the Greensand Data Protection Policy – [please click here for more details.](#)
- d. The information you provide us will be processed electronically for administrative purposes and is subject to the terms of the GDPR.
- e. We will only share child information with outside agencies on a need-to-know basis and with consent from parents, except in cases relating to safeguarding children, criminal activity, or if required by legally authorised bodies (e.g. Police, HMRC etc.). If we decide to share information without parental consent, we will record this in the child's file, clearly stating our reasons.
- f. If some limited personal information is disclosed to authorised third parties we have engaged to process it, as part of the normal running of our provision. (e.g. online bookings and accounting purposes). Any such third party will comply with the strict data protection regulations of the GDPR.
- g. Parents can ask to see the information and records relating to their child, and/or any information that we keep about themselves. We will make the requested information available as soon as practicable and will respond to the request within one month at the latest.
- h. Parents can also ask for the data to be deleted, but please note that we will not be able to continue to care for your child if we do not have sufficient information about them. Even after your child has left our care, we have a statutory duty to retain some types of data for specific periods of time. Therefore, Breakfast and After School Club cannot legally delete everything immediately. If you would like more information on the data we are legally obliged to hold, please speak to the school

9. Cancellations, Closures & Termination



- a. Parents must contact the school office to cancel their child's place at Breakfast and After School Club. If less than 1 week's notice is given you are liable for all fees for this period and any outstanding balances regardless of attendance.
- b. No refund will be given but credit will be applied to your Arbor account.
- c. Any threatening/aggressive behaviour from parents/carers towards Breakfast and After School Club staff, children, visitors or other parents etc. will result in the parent/carer being excluded from the club/site. This may include the exclusion of the child.
- d. You may terminate the agreement if we have breached our obligations under the Terms and Conditions.
- e. We reserve the right to terminate your child's place, with 48 hours notice, at our Club if:
 - Any childcare fees are outstanding,
 - Childcare fees are continually paid late,
 - The child is persistently collected after closing time or by the agreed collection time
- f. We reserve the right to take legal action to recover the cost of outstanding fees
- g. In the event of emergency closure, Breakfast and After School Club may not open or may close earlier than usual and you will be informed as soon as possible of the closure.
- h. Breakfast and After School Club will not be held liable for the closure of the club due to adverse weather, third-party action or unforeseen circumstances
- i. If your child is attending a residential trip organised by the school, please inform your child's Club by giving at least two weeks' written notice. Parents who provide Breakfast and After School Club with two weeks' written notice are exempt from paying fees for the period in which their child is absent from Breakfast and After School Club due to the residential school trip. The exemption is not applicable for school day trips.
- j. There will be no provision after school on the last day of each term when there is an early finish
- k. currently, there is no provision during INSET days or school holidays. However, this is under constant review.

10. General

- a. As this is a school-run provision, the legal responsibility sits with the school's leadership team
- b. All school policies relate to and include the wraparound club.
- c. A healthy breakfast is provided at our Breakfast Club from 07:30 to 08:20. Your child may have two portions for their breakfast. Children arriving after 08:20 can have a piece of fruit.
- d. A light, healthy afternoon snack is prepared and made available to children from 15:30 to 16:00. In winter months, a snack will be made available from 16:00 to 16:30 to allow children time to play outdoors before sunset. Please note: a snack is not intended to replace a meal.
- e. **We are a "nut-free" Club. Nut-based and melon products are not permitted in our Club.**
- f. The welfare of your child is paramount to Club and staff are there to support you and your child wherever possible.
- g. If you have any concerns about the service we provide for your child, please discuss this initially with a member of the Club team. Alternatively, you can speak to our school office manager who will endeavour to investigate and correct any issues you may have.
- h. Please update any changes (such as a change of address or contact numbers) by emailing wraparound@kingswood.surrey.sch.uk
- i. Please inform staff or email wraparound@kingswood.surrey.sch.uk to update any changes to your child's needs, such as dietary requirements.
- j. Parents and visitors are not permitted to use their mobile phones or other devices that can take and store photographs.
- k. If your child has a mobile phone, they must inform our team so it can be safely and securely stored until collection.



- l. If Club is closed due to adverse weather conditions or third-party action, parents will be notified as soon as possible.
- m. We cannot take responsibility for the loss or damage to any personal belongings brought into the club.
- n. All Kingswood School policies and procedures form the foundations of our Terms & Conditions. We advise parents/carers to read our policies and procedures.
- o. Terms and Conditions are subject to review and notice of any changes will be confirmed in writing.

11. Staff are:

- a. Vetted using the Disclosure & Barring Services (DBS). All staff hold an enhanced disclosure.
- b. Staff complete the same level of training and access to appropriate qualifications as all our Kingswood team
- c. Committed to safeguarding the children in their care.

12. Equal Opportunities

As public bodies, academies and FE institutions must comply with the public sector equality duty in the Equality Act 2010 and the Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017. All this information can be found on our school website - www.Kingswood.surrey.sch.uk

13. Policies

To view all our policies, please see our website at - [Policies | Kingswood Primary School](#)