



PLEASE READ BEFORE ACCEPTING YOUR BOOKING

ALL BOOKINGS FOR HOLIDAY, BREAKFAST AND AFTERSCHOOL CLUB ARE NON-REFUNDABLE AND NON-TRANSFERABLE

Holiday Clubs / After School Club

Payments and Bookings

Cancellations OR Nonattendance of any kind will not be refunded.

PLEASE NOTE: a FULL calendar months' notice period is required when cancelling your term time booking.

Holiday Club Bookings are payable upon booking and when your session is booked it is deemed as accepted. Full payment is due at the time of booking.

Voucher and Tax-Free payment confirmation receipts must be emailed to

thechildcareclubbookings@gmail.com

So that your voucher amount can be added to your booking's dashboard.

You will not be able to pay with Vouchers or Tax Free via your online booking dashboard

If your child or children are collected after the allocated collection time identified on booking, the parent/guardian will be subject to an immediate charge of £10.00. An additional £10.00 will be charged every 15 minutes or part thereof that passes, up until collection. Payment is payable immediately and will be deducted from your registered card.

Please note- School strike days are still chargeable as the setting will remain open to accommodate your child for their booked sessions

Safeguarding

The Childcare Club has a legal duty to report any concerns surrounding any child in their care if we have a suspicion they may be suffering from a form of abuse or if a child makes an allegation. In this event staff will follow the safeguarding policy as detailed in our policy and procedure book.

Data Protection

Children's and parents/carers personal details are processed on computerised records and by paper. This information will only be accessible by staff and we may need to discuss details of your data with third parties if required to do so by law. Your information is always securely stored on password protected equipment and in lockable filing cabinets. Please see our Data Protection Policy for further information on how we process your information.

We need you to accept our privacy policy upon booking in order for us to provide childcare.

Lost Property, Clothing or Belongings

Please ensure that children do NOT bring any toys or valuable belongings with them to clubs. The Childcare Club does not accept any liability for loss of damage of personal effects. We cannot guarantee the return of lost property and do our best to return the items to the owners if they are clearly identified; however, we will keep them for a maximum of one week before either putting into school lost property or donated to a charity or discard these items

if they are broken. The Childcare Club also accepts no liability for damaged or stained clothing, water bottles, lunch boxes or footwear and eyeglasses we do suggest sending your children in clothing and shoes that you are happy for them to get dirty or messy in. We also suggested all items are labelled with your child's name.

Children's behaviour and end-of-day collections

Timekeeping: In order for our service to run smoothly, we ask all Parents to be prompt when arriving and collecting children. A minimum of two Emergency Contacts must be added to a Parent's online account, who will also be permitted collect a Child if their Parent is unable to for any reason. Please be aware that Emergency Contacts will need to confirm their contact details when collecting, to allow staff to verify their identity.

Behavioural expectations:

All children are expected to behave according to our Behaviour Policy (a copy of which is available for Parents to view at our wraparound care setting). Any serious deviation from this may result in a Child being removed from the childcare, with immediate effect, and not allowed to return. In this instance, no refunds will be given for any sessions falling within our normal notice periods.

Exclusion from using our service: We reserve the right to cancel any booking with us at any time, for reasons such as (but not limited to) repeated late collections, or repeated late payment of fees. In these instances, Parents will receive a final written warning. Following this written warning, should a Parent be late with collection/payment again within the next 12 months, their booking will be cancelled with two weeks' notice to make alternative arrangements. In the event of this cancellation, the Parent will be required to pay for their remaining fortnight in advance (if it has not already been paid for). If a Parent does not pay this fee, their booking will be cancelled with immediate effect.

Children's Welfare

Sickness: Should a Child have sickness or diarrhoea; we ask that they do not return to attending childcare for a period of 48 hours after the last episode. If a Child falls ill during the session we will call the Parent (or Emergency Contacts) and ask for the Child to be collected. We reserve the right to refuse admittance, and the right to suspend provision to any Child if, in the opinion of the Childcare Club the Child is not fit to attend due to illness.

Emergency Medicines:

All medicines must be clearly named and labelled and given to the Manager. This is a requirement even if the medicine is not to be administered during the session. Children are not allowed to have medicines in their bags. If we are required to administer medicine whilst a Child is attending our childcare, the Parent will need to complete an Administering Medication form and return it to the manager in advance.

First aid:

By accepting these terms and conditions the Parent gives permission for all necessary first aid to be administered to their Child in the event of an emergency.

Toilet training

We understand that accidents do sometimes happen (and of course will deal with them sensitively when they do) but we cannot accept children who are unable to go to the toilet independently. By accepting these terms and conditions the Parent confirms that their Child is able to do this.

Insurance:

The Childcare Club holds full Public Liability and Employers Liability Insurance.

Photographs for promotional purposes:

From time to time, we may ask a DBS checked photographer to take photographs and/or video clips for future use in marketing material. All images and/or footage is passed to the manager and then wiped from the photographer's camera. Parents are asked as part of their online account registration whether they give permission for images of their child(ren) to be used for marketing purposes.

Personal loss or injury:

The Childcare Club does not accept liability for personal injury or death of any participants unless directly caused by the proven negligence of the company or its staff.

Activities:

We always endeavour to group children within advertised age groups, however due to a regulatory requirement to maintain staff to child ratios, and dependant on the actual ages of the children attending on the day, we reserve the right to group children differently to that advertised.

Temporary Interruption of Provision:

The Childcare Club acknowledge that they will not be under any liability or responsibility to the Parent or Child in respect of any temporary interruption in or temporary failure of or delay in providing either term time or holiday childcare. If such failure or delay is caused by the temporary unavailability of staff, building or maintenance work to the premises, fire, abnormal weather conditions, Government action or regulations or by some other cause (whatever the description and not necessarily limited to the foregoing examples) beyond the reasonable control of the Childcare Club no recompense will be made.

Policies and procedures:

Copies of the Childcare Clubs policies and procedures for wraparound childcare are available for Parents to view at our wraparound care setting.

Photos /Videos

Photos / Videos taken during your child's day at holiday club or term time clubs may be uploaded to the companies Facebook or Instagram pages or used for promotional purposes. . If you do not wish for your children to be photographed for this purpose, then please do not consent to photos being taken.

Data Security

The Childcare Club booking website is PCI DSS compliant and is Certified

Updated May 2023