

**Please keep this booklet in
a safe place**

The Childcare Club

Shoreham

Buckingham Park Primary School, 85a Buckingham Road,
Shoreham, BN43 5UD [07551 062186](tel:07551062186)

Ofsted reg: EY548960

Worthing

Elm Grove Primary School, Elm Grove, Worthing, BN11 5LQ
[07909 873507](tel:07909873507)

Ofsted reg: EZ155347

Thomas A' Becket Infant School, Pelham Road, Worthing,
BN13 1JB [07833 632264](tel:07833632264)

Ofsted reg: EY283996

Thomas A' Becket Junior School, Glebeside Ave, BN14 7PR
[07818 517618](tel:07818517618)

West Park Primary, Marlborough Rd, Worthing, BN12 4HD
[07780 661577](tel:07780661577)

Ofsted: EY311966

St. Mary's Catholic School, Cobden Rd, Worthing, BN11 4BD
[07557 644914](tel:07557644914) / [01903 899649](tel:01903899649)

Ofsted reg: EY479129

English Martyrs C.P. School, Derwent Drive, Worthing BN12 6LA
[07554 118338](tel:07554118338)

Ofsted reg: EY481457



How to use your club

This booklet has been designed for parents/carers who have made bookings for their child(ren) at The Childcare Club.

Its purpose is to act as a condensed guide to our policies and procedures and acts as the terms and conditions of your booking with us. Therefore it is very important that you read and understand the contents of this booklet.

The Childcare Club staff are always happy to discuss any queries with you.

A full copy of our policies and procedures are available at each Childcare Club site at all times.

Updated version September 2017

Bookings

- Bookings are made on a long term, term time only basis and a full half-terms notice must be given to change/cancel bookings.
- "One off" ad hoc bookings can be made but are subject to availability and have a £1.00 surcharge. NB. Your child must already be registered with the club or you will be required to complete relevant booking and registration forms. We must have met your child before the session.
- Bookings for holiday periods can be made on a holiday booking form. This service is operated on a first come, first served basis.

Changes to bookings

- A full half-terms notice is required to make permanent changes to your original booking and you must complete a change of contract form. NB. You may have to join the waiting list if you require new days and times.
- A full half-terms notice is required when cancelling your place and we must receive this in writing by completing a termination of contract form. You will be charged for any sessions until this notice period has ended.

Cancellations

- If your child is ill or unable to attend a session a letter or phone call should be made directly to the setting between 7.30am and 2.30pm. You will be charged for non-attendance. You will incur a fine if you do not inform us of your child's non-attendance, as we have to treat it as a "missing child" situation.

Fees

- Fees should be paid for weekly or half termly in advance. Your child may lose their space if payments are not made on time.
- We accept cash, cheques, BACS payments* and employers childcare vouchers*.
*you must provide proof of payment for these payment methods
- Full fees are payable for non-attendance
- Late payment of fees will incur a late payment charge.
- Any bank charges that we may incur due to non-clearance of funds from cheques paid to us will be added on to your next invoice.

*Voucher payments - we accept a number of childcare vouchers including: Edenred, RG childcare, Kiddivouchers, Computershare, Care-4, Fideliti.

Childcare and tax credits and tax free childcare

We are a registered setting where parents / carers that are working may be eligible for help with their childcare costs. For further information and to check if you are eligible go to : www.gov.uk/childcare-tax-credits or tel: 0345 300 3900

Charges and fines (June 2017)

- Late payment of fees **£8.00**
- Returned cheques **£bank charges** (normally £5.00)
- Late collection of child **£5.00** for 1st 10mins, £10 each 5mins after
- Failing to contact club for asc non-attendance **£3.00**
- "One off" bookings **£session charge plus £1.00**

Collection procedure

- In order to maximise safety and security when collecting children from The Childcare Club, a documented collection procedure is in use and is available to all. Collection of your child must be by a named adult (18yrs and over) who is named on the registration and booking form.
- **If your child attends school based activities at the end of the school day** - in the interests of safety parents/carers must inform The Childcare Club of the day(s) that their child will be attending such activities and inform the activity leader that the child will be returning to The Childcare Club. It is the responsibility of the parents/carers to inform The Childcare Club of any changes, as detailed in Cancellations. Each club has its own individual arrangements to manage the safe hand over of children to the setting. Please speak to your club manager at the earliest opportunity to make these arrangements.
- Children will only be permitted to leave at the end of their session with persons named for collection on their form. Parents should inform us in writing of any changes to the named persons. In the event of an emergency another named adult may collect, so long as the club manager has been informed and given specific details of the emergency collector by the parent. The manager will give out a pass code for the collector to recite on arrival.
- Children will never be allowed to leave unaccompanied.

Late collections

- If a child has not been collected 10 mins after their session has finished and the parent/carer has not contacted The Childcare Club, staff will call emergency contact numbers, as detailed on the booking and registration forms, to arrange collection.
- In the unlikely event that a child has not been collected 30 mins after their session and staff have been unable to locate any emergency contacts, under the conditions of The Children's Act 1989 / Care standards Act 2000, the LSCB will be contacted for advice. Parents/carers will be responsible for any additional operational costs incurred because of late collection. (See Charges and fines).

Inset Days / School closure days

- The Childcare Club will display Inset and planned closure days and these will be marked on invoices. There will be no charges for such days.
- In the event that the school closes due to snow or unplanned events beyond our control eg. Weather, suspected or actual gas leaks, heating failure etc The Childcare Club will not operate. You will still be charged for your booked session.
NB. This is an extremely unlikely situation but staff still have to be paid in these circumstances and we will do all that is possible to relocate to safe areas etc and remain open.

