

## Inspired Beginnings, Outstanding Futures BOOKING APPLICATION FORM 2017-2018

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## ALL FEES MUST BE PAID <u>IN ADVANCE</u>EITHER MONTHLY OR WEEKLY

The Club understands that the cost of registered childcare may seem expensive to a parent/carer. However, providing a high quality, safe and stimulating service for children is costly and to ensure the continued high stands and sustainability of the Club, it must ask that parents/carers respect its policy in respect of fees.

- Places are booked for the academic year. <u>Four weeks</u> written and paid notice is required if the parent wishes to
  end their contract or reduce a child's sessions/hours.
- Additional sessions can be booked on an adhoc basis subject to availability.
- Fees are payable in advance as arranged with the Club, fees not paid in advance or as agreed with the Club may incur a £5.00 charge. If payment remains unpaid further costs may be incurred. Fees can be paid using vouchers / cash / standing order / Debit/Credit Card / BACS. We no longer accept cheques.
- The Manager has the right to issue a formal warning to the parent/carer and inform them that continued late payment will result in their child's place at the Club being forfeited.
- Full fees are payable throughout the school term and as booked for by parents. This includes contracted sessions when the child does not attend due to illness, parent's holidays or any other reason.
- No fees are payable outside the school term time, for bank holidays in school term time or for school Inset days if you do not require the service.
- Care in addition to contracted hours, will be charged at the rates as advertised. Collection after 6.00pm will incur a charge of £10.00 per 15 minutes or part thereof.
- When fees are reviewed (every July), any alterations will be notified well in advance. You as the signatory to this contract are responsible for paying your fees on time, and it will be a breach of this contract if fees are not paid by the due date. Bank charges arising in respect of dishonoured or represented cheques, whatever the reason, must be reimbursed to the Club. In addition an administration charge of £20 will be levied by Coppice Care Club whenever a cheque is not met.
- Parents must complete a new Child Information form at the start of each academic year and must notify club if there is a change of address or telephone contact details.

Arrivals and Departures (please refer to the Parent's policy pack for full details).

The club operates Monday through Friday from 7.30am to 6.00pm. Parents are asked to please collect their children as booked session or on before 6.00pm if late sessions are booked. We are not insured to care for the children before/after this time and therefore will not be covered for any accident or incidents. If a parent/carer knows that they will be late they are asked to notify the club. Repeated late arrival will be a breach of this contract and may lead to exclusion from the Club. We understand that sometimes there are special circumstances, so staff members will be flexible to assist parents wherever possible if something unexpected arises.

Under normal circumstances, your child will not be allowed to leave with anyone who is not documented on our contact list. Therefore should you wish someone else to collect your child, it is necessary for you to inform the Club in advance and in person. If you are unavoidably delayed, you must telephone and speak to the Coppice Childcare Team who will make specific arrangements with you. You should advise us and the collector of a password. Children should be collected by an adult aged 16 or over, unless pre-arranged with the Manager and this will only be under special circumstances. Year 6 children are allowed to leave Care Club without being picked up by an adult but strictly with prior written consent from parents. **Note:** Should unfavourable domestic issues arise, please resolve the matter of collecting your child as the Club cannot legally prohibit any parent from collecting their child – unless there is legal documentation.

## Absence/Holidays

We would appreciate as much notice as possible if your child is not going to attend sessions, including notice of holidays. It is also essential that parents inform staff of their child's non attendance at a school led club as well as school as school do not always inform us of a child's absence.

Whilst all reasonable care will be taken, Coppice Care Club cannot take responsibility for loss or damage to clothes or any other property brought into Club. Clothes and all other property should be marked with your child's name.

## Safeguarding Children

We operate a Safeguarding Children Policy and in this regarding we work closely with the Local Authority. As with all child carers, our organisation is obliged to report any concerns about the welfare of children. Staff members have the obligation to report concerns included in their contract of employment.