

# **Northburn Primary School - After-School Extended Provision - Terms and Conditions**

## **General**

- The after-school provision is open to children attending Northburn Primary School in Reception classes through to Year 6 and is run by school staff.
- The provision is open from 3.10pm until 5.30pm, Monday to Friday, during term time only.
- The provision is limited to 39 places and these spaces are allocated on a strict 'first come, first served' basis, via an online booking system.
- The provision provides a balanced snack (please note that this is not a substitute for an evening meal), drink and activities for children after school.
- The children will come to the after-school care provision at the end of their school day (or following their after-school club).
- Children can be collected via the classroom at the end of KS1 at any point up until 5.30pm Monday – Friday. A bell will be located outside the door.
- If you need to get in touch with a member of staff between 3.10pm and 5.30pm please call them directly on **07376355605** or **07376355612**.
- Children should not bring their own toys, games or any items of value onto the site. We are unable to accept responsibility for such items.

## **Bookings**

- Bookings must be made and paid for in advance online.
- A registration form must be completed in full, providing contact names, telephone numbers, children's doctor, allergy information, and special requirements including learning, emotional and behavior difficulties. The school must be notified immediately of any change of these details, including changes to contact numbers should we need to contact you in an emergency. Children cannot be accepted in the provision without a signed form. Children cannot just turn up at the provision as we may not be able to accommodate them due to staff to child ratios.
- If your child will not be attending a particular session that they are booked and paid for, please inform the school giving at least a week's notice - see below\*.
- Under special circumstances parents may be permitted to swap a session, at no additional cost, during the month, provided we have places available and the request is made at least a week in advance.
- In the event that you would like to change the days that you have booked for your children, you can do so online, providing there is availability.

## **Payments**

- The charge for each session is £8.50 per child. Payments should be made online at time of booking. If you wish to use childcare vouchers, please inform the school office.

## **Cancellations**

- \*All payments are non-refundable as provisions are purchased based on the number of places a child is registered for. Refunds/credits will not be given for non-attendance/cancellations unless there are exceptional circumstances. This decision will be made by the school.
- Sessions will not be refunded if notification is given at short notice of any children who are sick or absent. Sessions will not be charged if 10 days cancellation notice is received.

## **Dietary Needs and Medical Conditions**

- Medication can be administered in line with the school's 'Medicine in School' policy requiring parents to complete a 'Request and Consent for the Administration of Medication in School' form available at the School Office. It is the parent's responsibility to ensure that all medication provided to the school has not exceeded its expiry date and is marked clearly with your child's name.
- It is the parent's responsibility to disclose any special dietary needs or medical conditions on the booking form. We try to provide food alternatives, however please ensure that your child is aware of what they can/cannot eat, as food is served buffet style for the children to help themselves, and they make their own sandwiches independently.
- Children are not permitted to bring their own food to the after-school care provision. However, we will endeavour to support children with any specific dietary requirement.
- The club offers a variety of snacks, including fresh fruit and vegetables. Children have access to drinking water throughout the session.
- Any food allergies/dietary requirements etc must be informed at the time of booking.

## **Withdrawing a place**

We reserve the right to withdraw an offer of a place in the following circumstances:

- Unacceptable behaviour resulting in distress or disruption to adults or children at the provision.
- Where a child has not attended the provision for their allocated session for a period of 3 consecutive weeks
- The management reserve the right to refuse entry to any participant at their discretion. There will be no appeal or refund of monies already paid.

## **Absences**

- If children are attending school but will not be attending after school provision, then it is the parents' responsibility to advise the provision 24 hours before.

## **Children Attending Other Clubs**

- Parents need to inform the school office if children will be attending an after school club before after school provision. Normal charges will apply and you will be charged for the whole session.

## **Collection**

- You can collect your children at any time by 5.30pm Monday to Friday. You will be charged for the whole session, as booked, even if you collect your children earlier.
- If you have a problem getting to the provision on time to collect your children, then the parent must ring the provision on **07376355605** or **07376355612** to advise of the reason for the delay and make alternative arrangements for the collection of the children.
- If you make alternative arrangements for the collection of your children you need to notify the provision, giving details of the person who will be collecting on your behalf.
- If a parent arrives late for any reason, a late charge of £8.50 per child will be incurred.
- Whilst we understand that there are occasions where parents/guardians may be unavoidably held up, if parents are persistently late action will be taken as staff cannot assume responsibility for the children. If children fail to be collected from the provision, every attempt will be made to contact their parents/guardians or other designated adult using the emergency numbers supplied. If this is not possible social services will be contacted to make arrangements for short-term care.

## **Security**

- Children will not be permitted to leave the provision unaccompanied at any time.
- No mobile phones will be permitted to be used by children during After School Provision.
- The security, health and well-being of our children are our first priority.

## **Photographs, General Data Protection and First Aid**

- At times we may take photographs within the provision. These images may be used for newsletters, to promote the provision, on our website, or on the School's twitter. (In line with the GDPR images and videos policy and forms previously signed by parents.)
- There is a box on the registration form, if you do not want your child's photograph taken.
- Any information held by the club on participants will be made freely available to them or their parents (proof of ID may be required). Information on other participants will be held in the strictest of confidence.
- It is important to realise that at times when children are playing "playground accidents" can happen. For this reason, we have staff that are qualified in administering first aid. • Any minor accidents will be dealt with and recorded. The parent/carer will be informed when collecting children from the provision. In case of a more serious accident, the appropriate action will be taken and the parents will be informed immediately.

## **Illness**

- If children are ill during a session, the parent will be contacted. If children suffer from an infection, or infectious illness the club will ask the parents to collect the child immediately, with the understanding that children will only be accepted back at the provision when they are fit. Please note that 48hrs is the requested time for sickness/stomach bug. This action is necessary for the protection of other children from infections and illness. The provision needs to be informed if children are not attending due to illness.

## **Child Protection/Safe Guarding Children**

- We take our responsibility for safeguarding seriously. All staff know procedures and policies in line with school. We also have a child protection policy in operation.

## **Emergency Closure**

- If the provision is closed at short notice, due to very exceptional circumstances i.e. no heating, burst water pipes etc, a full refund will be given for the day(s) the provision is closed. We are unable to give refunds if the provision is open and the parents make the decision not to send their children. In the rare situation of an emergency closure, the staff will contact the parents, therefore please ensure that contact numbers are up to date on the registration forms.
- In adverse weather conditions please check on the school's website for opening information.

## **Equal Opportunities and Inclusion**

- The provision is committed to equality of opportunity and inclusive of all.
- We shall endeavor to enable children to adapt, if necessary, to interact socially and to have access to a broad and balanced range of activities.
- We are committed to provide the appropriate support where necessary to ensure integration.
- We recognise all children as individuals with different needs.
- Inappropriate attitudes and behaviours will be dealt with sensitively.

## **Complaints Procedure**

- If you have an issue or problem with any aspect of the provision, in the first instance talk to the staff on duty who will do their best to resolve the issue to your satisfaction.
- If this course of action does not resolve the issue or you feel it is not an appropriate course of action, please contact the Headteacher, Mrs Clare Scott.

## **Waiting List**

- Parents will be notified should any availability become available via the online booking system.