



## Terms and Conditions AfterSchool Club @Young Explorers

### Fees

After School Club fee is charged at £12.50 per session. Ad-hoc sessions are available, subject to availability at a cost of £14.00 per child, payable prior to the booked session.

Fees are payable per term in advance by direct transfer, cheque, cash or childcare vouchers. Payment by instalment, over the course of the term can be arranged. We will give you an invoice at the start of each term showing the amount due. Payment is expected within 7 days of start of term, otherwise a £15 charge will be made for late payment. For your child to keep his/her place at Club @Young Explorers you must pay the fees. If fees remain unpaid for more than 2 weeks your child's place will be re-allocated. (If there is a problem with fee payments, then please discuss with the management team immediately).

Fees must still be paid if children are absent for short periods of time. Refunds or replacement sessions will not be given for unattended sessions.

Fees remain payable when the session has closed for reasons beyond our control e.g. severe weather. However, our policy on Emergency Closure sets out how we hope to deal with such events in as fair a manner as possible.

### Notice Period

We will carry your regular booking over from one term to the next. If you no longer require a regular booking, we require 6 weeks or half a term notice (whichever is the shorter).

### Arrival/Collection

You must collect your child promptly at the end of each session.

*The Session ends at 18:00, with latest pickup at 18.15.*

Please communicate with us if you are running late – a £10 fee applies if you are later than 18.15 collecting your child, with a further £1.00 per minute after. A separate fine applies for each child. Please ask to see our policy on Child Collection and Non-Collection if **a child is not collected on time.**

### Non Attendance/Illness/Other Plans after school

Please let us know if your child will not be attending, especially if you have made other arrangements for your child after school. You will be charged for these sessions if you have booked in. You cannot reuse this booking for another day.

### Safeguarding

The safety and wellbeing of children is our primary concern and we need to take appropriate action if we feel that a child is at risk. Please read our policy for more details.

### Code of Conduct

We have a code of conduct for Parents/Carers and also for Children attending our clubs. We reserve the right to cancel your place and/or exclude Parents/Carers or Children if the relevant Code of Conduct is breached.

### Medication

If your child needs medication whilst they are in our care, please communicate this to the management team as we have a form you need to complete. Without permission we are unable to administer medication. Medication needs to be handed to the manager on arrival, so that it can be stored safely for the duration of the session.

### Food and Drink

Food and drink is supplied for this club – please let the team know if your child has any allergies or dislikes.

### Photographs

You agree to give permission that photographs may be taken of your child and used for our website or for newsletters.

### Complaints/Compliments and Concerns

Please talk to us, our door is always open. If you are unhappy with our handling of any complaints we have policies that will guide you through the appropriate channels. We are also happy to receive positive feedback, comments and suggestions on how we are doing or can improve our service for you and your children.

### Policies and Procedures

Copies of our policies & procedures can be found at our Welcome Desk.

Young Explorers reserve the right at any time to refuse admission or send home any child if it considers such action to be necessary in the best interests of the other children and/or staff.

### Information Sharing

I agree that information about my child can be shared with any agencies that the management team feel applicable, this also includes sharing information with St. Andrew's Primary School and for them to share information with us regarding your child.

I accept the terms and conditions set out above and am aware that there are policies to guide and support them.

..... Parent Signature (on behalf of the family)

..... Parent Name – Please print

..... Date