

CLUB @YOUNG EXPLORERS COBHAM

TERMS AND CONDITIONS



Welcome to Club @Young Explorers Cobham. These are our Terms and Conditions, and they require your signature which will confirm your acknowledgement of them and your agreement to comply with them.

Fees

Fees are payable each term in advance by direct bank transfer, using childcare vouchers or using our sum-up machine held in the nursery. If you wish to pay via monthly instalments, this can only be done with the prior agreement of the Owner or Club Manager. Before the start of the term, we will give you an invoice showing the amount due. Payment is required within seven days of the start of term. If payment is not received and you have not agreed a payment plan with us, a **£15 charge** will be made for late payment. For your child to keep his/her place at Club @Young Explorers fees must be paid as explained. If fees remain unpaid for more than two weeks your child's place will be re-allocated. If there is a problem with fee payments, then please discuss with the management team as soon as possible.

Payments of fees is still required if children are absent for short periods of time. Refunds or replacement sessions will not be offered for unattended sessions, regardless of the reason.

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

Fees are reviewed annually, and advance notice will be given in case of any increases in fees.

Notice Period

We will carry your regular booking over from one term to the next. If anything should change, we require **half a terms notice or 6 weeks** (whichever is shortest) if you wish to terminate your child's place at Club @Young Explorers, or if you wish to reduce your hours. If this notice period is not adhered to, we reserve the right to charge you or keep any payments already made for the sessions not attended. Notice of termination/reduction in hours must be made in writing, via email.

Arrival/Collection & Attendance

Breakfast Club starts at either 7:30am or 08:00am, dependant on the fee paid. We finish serving breakfast at 8:20am, so attendees need to be in Club before then, if they wish to have breakfast.

If a child is not attending due to illness or other plans have been made for them, before or after school, please let us know. You will be charged for these sessions if you have pre-booked. You cannot re-use this booking for another day.

You must collect your child promptly at the end of each Club session. **Failure to do so will result in a fine being issued to you.** The fine will be a £10 minimum charge, plus £1 per minute thereafter. Our policy on Attendance sets out the procedure we follow if a child is not collected at the correct time.

Club @Young Explorers reserve the right at any time to refuse admission, send home or withdraw the offer of any additional sessions for any child, if we consider such action to be necessary and in the best interests of the other children and/or staff at Club.

Safeguarding

The safety and wellbeing of children is our primary concern. We will take **appropriate action if we feel that a child is at risk.** Please read our Safeguarding policy for further information.

Medication

If your child is required to take medication whilst they are in our care, please communicate this to the management team and we will provide you with a form which you are required to complete. **Medication must be handed to a member of staff upon arrival for safe storage during the session.** All medication must be in date and prescribed by a doctor; the prescription label must be clearly visible.

If your child is unwell during session, we will contact you to collect them.

Code of Conduct

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

Food and Drink

Food and drink is supplied at Club – please let the team know if your child has any allergies or dislikes. **WE ARE A NUT FREE SETTING. Please check ingredients of any foods your child may bring in. Sesame seed are not permitted.** We do have children attending that have food allergies.

Complaints, Compliments & Concerns

If you have any of complaints, compliments or concerns please talk to us, our door is always open. If you would like to escalate any issue, we have a Complaints, Compliments and Concerns Policy which will guide you through the appropriate steps. We are also happy to receive positive feedback and suggestions on how we are doing or how we can improve our service for you and your children. This can be done face to face, via email or we do have a book in our foyer area which you can write in. We check this regularly.

Emergency Contact Details

It is important that you advise us of any changes to phone numbers, email addresses, change of home address as soon as they happen.

Accident & Illness Treatment

In event of sudden illness or accident affecting your child, and in your absence, if recommended by a Doctor, emergency treatment, including any operative treatment and/or administration of a general anaesthetic will be carried out.

Permission for Another Person to Collect Your Child

Please ensure that you have completed the paperwork giving us your password. You must let the person collecting know the password. We will NOT let a child leave without this password, even if you have informed us someone else will be collecting your child. If there is any legal reason why a parent of a child cannot pick them up, we must be informed and shown legal evidence of this.

Policies & Procedures

Copies of our policies & procedures are found in our foyer. We ask that parents take the time to read these and always adhere to them. You can also request an electronic copy of any of our policies at any time.

Sharing Information & GDPR

We may need to share information on a need-to-know basis with other agencies involved with your child or your family e.g. a school, Outreach Worker, Surrey Early Years Support, Children's Services, Health Visitor/Authority, Doctor etc. We would inform you and discuss this with you at the time. For information on how we manage GDPR please see our Privacy, Data Protection & Information Sharing Policy.

Photographs & Recordings

You agree to give permission that photographs of your child may be taken and used for our website or for marketing. Please email us if this is not the case for any reason.

I accept and agree to the terms conditions and fees set out above and I am aware that there are policies on site to support them.

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

..... Parent/Carer Name

..... Child's name

.....Date Signed