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**St peter’s CofE (VA) Primary School**

**Wrap Around Terms and Conditions**

**January 2025**

**Bookings:**

* All bookings must be made through <https://spmillend.magicbooking.co.uk/Identity/Account/Login>
* All bookings are subject to availability.
* The person making the booking accepts the booking conditions on behalf of the account holder
* All bookings must be paid for at time of booking unless card instalment plan is selected at time of booking or you are paying by Childcare Vouchers/Tax Free Childcare.
* If your child is attending an external club but held onsite, for example gym, the parent must inform after school club in advance

**Cancellation Notice and Charges:**

* It is the account holder’s responsibility to cancel sessions.
* Any booked sessions which are not attended are still charged, unless 12 hours’ notice is given.
* All bookings must be made prior to staff collecting children. If your child is not booked on then they will not be collected and will not be able to attend the club.
* It is the parents’ responsibility to inform the school if their child is attending after school club.
* It is the parents’ responsibility to let the school know of any late cancellations.

**Payments and Overdue Balances**

* Types of payment available are Credit/Debit card, Childcare Voucher or Tax Free Childcare.
* When paying by Childcare Vouchers or Tax Free Childcare, please use your child’s full name as the payment reference.
* Having an overdue balance may lead to the termination of your child’s place within the club.
* If paying by Childcare Vouchers, you must make payment via your provider within 7 days of booking, otherwise these will automatically be cancelled.
* St Peter’s Primary School will pass any unrecovered fees to an external debt collection agency. Any fees associated with the debt collection will be passed on to the debtor.

**Late Collection Fees:**

* A late collection fee of £6 will be added after 10 minutes.
* If your child is collected later after 6.15 you will be charged £1 a minute you are late from 6.20.

**Safeguarding and Welfare:**

* If your child does not arrive at a booked ASC session and we have not been advised of their non-attendance by you the parent, we will begin our Missing Child Procedure.
* We are committed to safeguarding all the children in our care from harm and abuse.
* St Peter’s Primary School are obligated to report any suspected child abuse or neglect to the relevant authorities.
* Parents must inform St Peter’s Primary school of any conditions that may affect their child (medical, learning, behavioural, etc). If full information is not provided, this may result in the school excluding them from certain activities or if it felt necessary, excluding them from using the ASC.  In such circumstances no refund or credit will be paid.

**Medication:**

If your child requires medication of any sort, including an inhaler, the following must be in place before your child can attend:

* Completed Health Care Plan, please contact the school office who will email this to you
* Permission to Administer medication form, please the office who will email this to you
* Our own supply of medication at the club – we have no access to any medication stored in school

**Please note: If the above is not in place, your child will not be able to attend the session**

**Collecting:**

* Children can only be collected by an adult over the age of 16 who has been authorised to collect them which is done by the parent adding collectors on their account as a collector.

**Exclusion:**

* St Peter’s reserves the right to exclude or refuse any person without notice, if we consider that their presence compromises the good atmosphere of the club. Transport home will be the responsibility of the parent and no refund/credit will be available.

**Forced Closures:**

* If we are forced to close due to an external factor such as bad weather, infectious or contagious disease outbreak, Power cut, Teacher Strikes or other industrial action, by order of Local Authority or Environmental Health, customers will still be liable for fees incurred during the entire period of closure.

**Schedule Changes:**

* We may need to amend activity programmes, schedules, services, dates, times and/or venues on occasions that may be out of our control. This will be without refund or compensation to the customer.

**Photography:**

* We occasionally take photographs and videos at our venues which can be used for marketing and promotional purposes, including on social media. If you would rather your child was not included in any photographs, please ensure your child’s details are up to date.

**Complaints:**

* If you or your child were not entirely satisfied with the services we provided, we would appreciate the feedback.  Please see our complaints procedure for official steps.  If you feel the complaint outcome is insufficient or would like to escalate your grievance further, please email us or contact the school office.

**Liability:**

* St Peter’s does not accept liability for personal injury or death of any participants unless directly caused by the proven negligence of the company or its servants.
* St Peter’s take no responsibility for any items that are lost/stolen or damaged at the club.

**Lost Property:**

* On request, we will endeavour to return items that can be identified.
* Staff will not be expected to look for lost property on the night of collection e.g water bottles, jumpers or trinkets

**Parent Abuse of staff:**

* The threat or use of physical violence, verbal abuse, intimidation or harassment towards our staff is likely to result in a termination of all direct contact. Such incidents may be reported to the police and this will always be the case if physical violence is used or threatened.

**Data Protection:**

* We collect personal details for you and your child to register and enable us to process your booking.  It is your responsibility to ensure that you have the necessary permission to pass on the personal details of everyone required.
* For ourpolicies and procedures, please visit: https://www.spmillend.herts.sch.uk/
* Parents must agree to the terms and conditions of our booking system to book with us.