Granard Breakfast Club and After School Care Provision Terms and Conditions

Bookings

- All bookings must be made through http://www.granardprimary.co.uk/online-payments-and-bookings/.
- 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.

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 14 days' notice is given.
- Parents must inform Sally Osunkoya, Breakfast Club and After School Care Manager, by email if their children are arriving late at After School Care due to attending an extra-curricular club.
- For Breakfast Club and After School Care we are not able to swap sessions unless the 14 days' notice is given.
- Any booked sessions which are not attended are still charged.
- All bookings must be made prior to arriving onsite. If you arrive on site and have not booked your child will not be accepted until a booking is made.

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.
- Granard Breakfast Club and After School Care 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 charge of £1 per minute per child will be applied to all collections made after the advertised session end time.

Safeguarding and Welfare

- We are committed to safeguarding all the children in our care from harm and abuse.
- Granard Breakfast Club and After School Care are obligated to report any suspected child abuse or neglect to the Designated Safeguarding Leads within the school.
- Parents must inform Granard Breakfast Club and After School Care of any conditions that may affect their child (medical, learning, behavioural, etc.). If full information is not provided, this may result in Granard Breakfast Club and After School Care excluding them from certain activities or, if it is felt necessary, excluding them from using Granard Breakfast Club and After School Care. 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:

- Permission to Administer Medication Form, please contact Sally Osunkoya who will email this to you.
- **Our own supply of medication at the provision – 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.

Collection of children

- Children can only be collected by an adult or sibling over the age of 14 who has been authorised to collect them. This is done by the parent adding collectors on their account as a collector.

Exclusion

- Granard Breakfast Club and After School Care reserves the right to exclude or refuse any person without notice, if we consider that their presence compromises the good atmosphere of the provision. Transport home will be the responsibility of the parent and no refund/credit will be available.
- Granard Breakfast Club and After School Care reserves the right to exclude or refuse any person as stipulated in the Breakfast Club and After School Care Behaviour Agreement.

Schedule Changes

- Granard Breakfast Club and After School Care 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

- Granard Breakfast Club and After School Care occasionally take photographs and videos which can be used for marketing and promotional purposes, including on social media. If you do not want your child to be included in any photographs/videos, please ensure your child's details on the Magic Booking system are up-to-date.

Complaints

- If you or your child were not entirely satisfied with the services we provided, we would appreciate the feedback.
  Complaints Procedure – if you have any concerns/complaints please contact Granard Breakfast Club and After School Care Manager (Mrs Sally Osunkoya) in the first instance. If you are not satisfied with the outcome, please inform Mrs Osunkoya who will forward your concern to the Headteacher, Mrs C Grigg and/or Mrs D Chapman/Mrs S Knaudt, Co-Chair of Governors.

Liability

- Granard Breakfast Club and After School Care take no responsibility for any items that are lost/stolen or damaged at the provision.

Lost Property

- On request, Granard Breakfast Club and After School Care will endeavour to return items that can be identified. Unclaimed Granard Breakfast Club and After School Care lost property will be distributed to local charities at the end of each half term.

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

- Granard Breakfast Club and After School Care 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. Granard Breakfast Club and After School Care may hold some of your details for future marketing purposes. Please let us know if you do not want to receive future communication from Granard Breakfast Club and After School Care.
- Granard Breakfast Club and After School Care follows the schools policies and procedures, please visit: www.granardprimaryschool.co.uk
- Parents must agree to the Terms and Conditions of our booking system to book with us.