

Play Zone – Terms and Conditions

OFSTED Registration

- The Childcare provided by Clapham Manor Primary School will be inspected as part of the whole school inspection. Please use the school's unique reference number when asked for the OFSTED registration number of the provision. This is 208/2115.

Registration

- A Booking Form must be completed in full before a child can be accepted at a Club. They can be obtained from the Club directly, from the school office or they can be downloaded from the school website.
- No child can be accepted without the Registration Form being completed in full.
- Any changes to the information contained on the Registration Form must be notified **in writing** as soon as possible to the Club Manager or to the school office.

Bookings

- All sessions must be booked and paid in advance.
 - **Regular sessions** must be booked, whenever possible, at the beginning of each term / half term to enable the school to comply with legal staffing levels.
 - **Additional sessions** booked must be paid for in advance. For after school care booking must be made by 12.00pm on the day that the session is required; for breakfast club by 12.00pm on the day before. Bookings made after this time will incur a £2.50 late booking fee, per child.
- **All late bookings** are subject to availability as we must ensure that we have sufficient staff on site.
- No parent/carer should consider a booking as being accepted until payment has been received and the booking has been confirmed.
- Children who turn up at the club to attend additional sessions without the parent/carer first booking and paying will be sent to the school office whilst their parent is called to come and collect them. The parent/carer will incur a fine of £15 per child.

Cancellation and Changes to Booked Sessions

- Cancellations and / or changes of bookings must be made in writing at the school office.
- Sessions which have been booked and paid for cannot be refunded unless:
 - a) The School closes the club, due to unforeseen circumstances.)
 - b) The parent/carer gives the school office notice of cancellation of session before 12 o'clock on the day of the session for after school care or 12 o'clock the day before for breakfast club.
 - c) Sessions can only be transferred if the school office receives 24 hours' notice of the required change of date and there is availability for the requested session.

Payments

- All regular sessions must be paid in advance using ParentPay, at the beginning of the term / half term / week.
- Additional sessions must be paid before the session starts.

Arrears

- Failure to settle all fees and/or penalties when due may result in Clapham Manor Primary School taking action (including legal action) to recover all outstanding debts.

- The following 4 stage debt recovery procedure will be followed when parents'/carers' accounts are in arrears:

Stage 1. The school will write to the parents, requesting payment within 5 working days from the date of the letter.

Stage 2. If payment is not received after 5 days, the place in the club will be suspended. This will incur an administration fee of £5.00. Suspended children will only be re-instated upon receipt of the outstanding balance and administration fees, and only if payment is made within 3 working days from the date of the letter.

Stage 3. If payment has not yet been received, the school will instigate legal proceedings through a solicitor. The solicitor's fees will be added to the parents'/carers' account bill.

Stage 4. If fees still remain unpaid the solicitors will be asked to recover the debt through their Debt Recovery Service. This may involve additional costs.

if you are experiencing difficulty paying your fees, you must contact the school office to arrange a fee agreement, convenient to both you and the school. These agreements will only be carried out on a temporary basis and parents are expected to keep to the terms of agreement. Any failure to keep to the agreed terms will result in the termination of the place. The school will take legal action to recover any debts.

Responsibility for Payment

- The responsibility for payment of all fees, charges and penalties lies at all times with the person who has made the booking.
- Failure by Clapham Manor Primary School to make a written or verbal request for payment of fees does not constitute an excuse or reason for late or non-payment under any circumstances.

Late Collection (from After School and Holiday sessions)

- All parents/carers are expected to collect their children promptly at the end of the session (5.50 pm for after school care and 3.30pm or 5.50pm for holiday club).
- Failure to collect children on time may result on a financial penalty as it constitutes a breach of the terms and conditions of the agreement. The school will be entitled to exclude the child from subsequent sessions.
- A late payment charge will be applied as follows:
 - 10 minutes after the end of the club (6.00pm or 3.40pm) - £5-00
 - Every 5 minutes after that will incur in an additional charge of £ 3-00
- The penalty must be paid using ParentPay before the child is able to return to the club.
- Where the penalty is outstanding, and further sessions have been booked and paid for by the parent/carer, Clapham Manor Primary School reserves the right to exclude the child from the club, until the penalty is paid, without issuing a refund for sessions unattended.

Childcare Tax Credit Scheme

- Clapham Manor Primary School co-operates with the Inland Revenue in verifying all claims made under the childcare element of the Working Tax Credits Scheme.
- Any parent/carer suspected of abusing the childcare element of the Working Tax Credits Scheme will be reported immediately to the Inland Revenue.
- Clapham Manor Primary School does not and will not support fraudulent claims and will assist the Inland Revenue in any claim enquiries they may make.

Grounds for Exclusion

- Persistent poor behaviour on the part of the child (which includes, but is not limited to, bullying, verbal abuse, physical violence, fighting, racial incidents, defiance, rudeness to others, dishonesty, disobedience and deliberate damage to property), or non-persistent incidents of particularly serious behaviour (for example which endangers children or staff) or where a parent/carer is in breach of any of our terms and conditions.

- Refunds will not be made if children are excluded on the grounds set out above.

Illness

- Any child who has suffered from diarrhoea, sickness, high temperature/fever or conjunctivitis must be kept away from the Club for a period of 48 hours after such condition has ceased.
- Any child suffering from any contagious diseases must be kept away for the period stipulated by their GP.
- Any child suffering from head lice must be kept away from the Club until the hair has been fully treated and cleared.
- Should any child suffer from any of the above whilst at the Club, the staff will contact the parent/carer and ask for the child to be collected.

Reservation of Rights

- Clapham Manor Primary School reserves the right to exclude a child or family from attending the Club or to refuse to accept a registration in its sole discretion.
- Clapham Manor Primary School reserves the right to close the club on the grounds of staff shortage, unavailability of facilities, or any other reason which in its reasonable opinion necessitates closure. Reasonable notice will be given where possible.
- Clapham Manor Primary School reserves the right to change these terms and conditions at any time and will give written notice of such changes to parents / carers.

Legal: Waivers, Exclusions, Jurisdiction

- No failure or delay by Clapham Manor Primary School in exercising any of its rights or remedies shall prejudice or affect its ability to do so unless it has provided a specific waiver or release in writing.
- These terms and conditions are governed by English law and subject to the jurisdiction of the courts of England and Wales.
- Clapham Manor Primary School shall not be liable for any direct or indirect loss suffered by parents / carers as a result of club closures under the terms of the agreement, including but not limited to loss of profits, increased costs or expenses or wasted expenditure.
- Clapham Manor Primary School accepts no liability for the administration of medicines. If it is absolutely necessary for a child to receive medication, a request form must be completed and handed into the school office.
- Clapham Manor Primary School accepts no liability for loss or damage (including consequential loss) to property brought to club premises caused by the actions of children or third parties or for accidental damage caused by club staff.
- Clapham Manor Primary School accepts no responsibility for injury caused from pre-existing medical conditions which are not notified to the club or school.

In accepting a place for my child at Clapham Manor Primary School After School Club, I confirm that I have read, understood and agree to abide by the Terms and Conditions contained within this Agreement.

Parent/Carer Signature _____

Parent/Carer Name (Printed) _____

Date _____

After School Club representative Signature _____

After School Club representative (Printed) _____

Date _____