

## TERMS AND CONDITIONS

The below terms and conditions relate to The Minster Schools' Children's Club Breakfast and After School Clubs. By signing the contract you agree that you have read and understood all terms and conditions and any queries should be cleared up before signing.

1. The contract, registration form and consent form must be completed in full before your child can attend the Children's Club.
2. Parents/Carers must ensure all details on the registration form are accurate and up-to-date. It is the Parents/Carers responsibility to keep the club manager informed of any alterations to the information regarding their child (e.g. contact details, medical conditions, etc..)
3. Those on a club waiting list for additional sessions will be notified once a place becomes available and must notify the Club office if they no longer wish to remain on the waiting list.
4. Children must be dropped off to a member of staff at the Breakfast Clubs and collected from the After School Clubs by a responsible person over the age of 17 or attending Year 11 (age 15-16). However their date of birth and the school they attend must be provided. Parents/Carers must ensure that the contact details of any adult who may collect their child are given in writing to the Club in advance.
5. Breakfast Club children will be signed in by a member of the team. No children should be left unattended on the school site before 7.30am.
6. Parents/Carers collecting their child from the Infant After School Club should collect from The Nest from Warrington Road entrance. Parents/Carers must not enter the Nest. A member of the team will escort your child to the door. Parents/Carers collecting their child from the Junior After School Club must use the ring doorbell by the Junior reception area and must not enter the school building.
7. Children who are registered to attend After School Club on a given day must go directly to the club after school. Parents/Carers wishing to collect their child straight after school must collect them from After School Club, not from the school playground. All children must register with club before they can be collected. This will help us to ensure the safety and whereabouts of every child at all times. Your child will be signed out by a member of the team at collection.
8. Breakfast Club starts at 7.30am. Children must arrive before 8.30am if they wish to have breakfast. Children will be escorted to class in good time for the start of the school day.
9. After School Club starts immediately after the end of the school day. A light tea will be served between 4.30- 5.00pm. After School Club finishes at 6.15pm. Parents/Carers can collect children any time before 6.15pm and we advise you to collect your child outside of tea serving time.
10. Parents/Carers agree to abide by the late collection policy. If, due to unforeseen circumstances, Parents/Carers are going to be late, they must contact the club staff on 020 8688 5844 option 2 to let them know as soon as possible. Parents/Carers who collect their child after 6.15pm will incur a late collection charge of £15.00 for the first five minutes and a further £2.00 charge for each five minutes after that. Parent/carers must complete a late collection agreement on collecting their child. Parents/Carers agree to pay this immediately.

If a child is not collected by 6.15pm and Club has been unable to reach Parents/Carers or any of their emergency contacts, the club will follow its uncollected Children Policy and contact Social Care.

11. The Breakfast Club and After School Club will not run on School holidays, bank holidays or inset days. Parents/Carers will not be charged for these days.

12. If your child is unable to attend a session, you must notify the Children's Club staff on 020 8688 5844 option 2. You must also notify the school office if your child will also be absent from school.  
 Please note: At the time of booking you select specific days/dates which you would like your child to attend. If your child is unable to attend for any reason you will not be entitled to a refund (regardless of the amount of notice given).
13. If your child attends extra-curricular activities on site after the end of the school day before attending the After School Club, you are liable to pay for the full fees for that session, as well as any cost associated with the activity.
14. A deposit equivalent to two weeks' fees must be paid before your child can attend the Club. Your deposit payment only secures your child's place and is not used to pay for your child's fees. Please note that this deposit must be paid via bank transfer.
15. Parents will be provided with an invoice confirming their booking for the current academic year when their child is allocated a place. Payment for clubs must be paid in advance on the first day of each month. Parents have three payment options:
  - a. Direct bank transfer/Standing Order: Parents/Carers will be advised of their monthly fee and we would encourage Parents/Carers to set up a standing order so that this amount is automatically paid to the Children's Club on the same date each month.
  - b. Childcare vouchers: The Minster Schools' Children's Club is registered with the majority of the childcare voucher providers. Please contact us for further details.
  - c. Tax free childcare: The Minster Schools' Children's Club is able to accept payment via the tax free childcare system. Please ensure that you provide us with your child(ren)'s reference number if you choose to pay using this method.

Parents/Carers must inform the Finance Administrator (Becky Ryan) of their means of payment so this can be logged to avoid confusion. The Children's Club is unable to accept payment by cash or cheque. Please note that it is not possible for the Children's Club to issue automated payment reminders.

16. Payment arrears: The Children's Club staff reserve the right to refuse any child entry into club if payment are in arrears, including late collection charges and any other outstanding charges.
17. If you wish to cancel your booking, you must give four weeks' term time notice (four weeks while the school is open) to cancel this agreement. Parents/Carers are liable to pay in full for the notice period, whether or not their child(ren) attend the sessions.
18. Your contract is a rolling contract and you do not need to re-enrol for September for the next academic year. Your contract automatically rolls over unless we receive 4 weeks term time notice of cancellation.
19. Parents/Carers are encouraged to read the Children's Club policies and procedures which are available on request and familiarise themselves with the contents of the Parents Booklet.
20. Whilst the Minster Schools' Children's Club tries to ensure the safety and security of items, it cannot be held responsible for loss or damage to your child's property whilst at the Club.
21. The Minster Schools' Children's Club team aim to provide a safe, stimulating and happy environment for all children. The Club Manager reserves the right to exclude any child whose behaviour is disruptive, in accordance with the Behaviour Management Policy. Any missed sessions must be paid for unless otherwise agreed with the manager.

22. Fees During Suspension Clause - In the event that a child is temporarily suspended due to behaviour that breaches the club's behaviour policy, fees will remain payable during the suspension period. This is because the child's place is being held open pending review and return.
23. Notice Period Clause (Behaviour-Related) - Where a parent/carer chooses to withdraw their child following a suspension or behaviour-related sanction, the standard four weeks' term-time notice remains payable, whether or not the child attends during that period.
24. Exclusion Clause - In cases of permanent exclusion, the club reserves the right to end the contract immediately. Fees payable will be determined in line with the notice period unless otherwise agreed by management.
25. All parents, carers and visitors are expected to behave in a reasonable and respectful manner when interacting with staff, children and other parents. The Minster School's Children's Club reserves the right to terminate a child's place with immediate effect if a parent behaves in an abusive or threatening manner or refuses to abide by the policies and procedures and terms and conditions. Club reserves the right to report serious incidents to local authorities or regulators if necessary.
26. If there are any accidents or incidents at The Minster Schools' Children's Club involving your child, Parents/Carers will be informed. If a child needs urgent medical treatment and Parents/Carers are unavailable, a member of staff from club will sign any consent forms necessary for treatment on behalf of Parents/Carers, as stated on the medical form.
27. Information held by The Minster School's Children's Club regarding your child will be treated as confidential. However, in certain circumstances, for example if there are child protection concerns, the Club has a legal duty to pass certain information on to other agencies, including Police, Social Care and Health Care professionals.
28. We will endeavour to provide a high quality service to children and will seek feedback from Parents/Carers from time to time. If you have any concerns please speak to our team. If the matter is not resolved please contact Agnes Nagy, Club Manager who will follow the Children's Club's Complaints Procedure.