

Terms and Conditions

Please read our terms and conditions and policies and then tick the acceptance agreement at the end of this document should you wish to use any of the services offered by School's Out Henleaze. School's Out Henleaze provides high quality childcare on a not-for-profit basis after school and during school holidays.

The two clubs are designed to provide a service to families in the local area that are aligned with both Bristol term dates and published school calendars. These are summarised below:

Club Session Fees and Opening Times

After School Club	£11.00	3:30pm to 5:45pm
Half-Session	£5.00	4:45pm to 5:45pm (juniors only)
Holiday Club	£27	8:15am to 5:30pm
Half-Day	£18.50 £18.50	8:15am to 1:00pm 1:00pm to 5:30pm

Additional Fees may be charged as follows	
Annual Membership Registration Fee	<p>£12</p> <p>Charged on 1st July to 31st August for the following academic year.</p> <p>Charged for each family registration on our booking system.</p>
Late Collection Fees	<p>£10 - £20</p> <p>Children will be looked after until their designated parent/carer arrives. However, we do need to enforce the operating hours.</p> <p>Late collection means that staff members must stay late, which incurs extra costs and inconvenience. In addition, parents arriving late might cause us to over-run on our official letting period and therefore jeopardise relationships with our venue providers. To discourage late collection we have the following penalty in place.</p> <p>If a child is collected 5 minutes late but under 15 minutes late three times, the family will automatically be issued with a £10 fine.</p>

	<p>If a child is collected 15 minutes late the family will automatically be issued with a £10 fine, increasing by £10 for every additional 15-minute period entered.</p> <p>If a family receives three fines in a year, the Management Committee will review the family's membership of the scheme and the place may be withdrawn.</p> <p>We reserve the right to pass on any additional charges made by the venue. The Manager will notify the administrator of any late collections, who will send invoices directly to parents.</p>
Early Arrival at Holiday Club	<p>Occasionally a parent might arrange with the Manager to allow their child to walk themselves in. The Manager will confirm with the parent and check they know what time we open.</p> <p>The staff arrive at holiday club 15 minutes before the children's start time to set up. In the event a child arrives at holiday club before the staff and has been left unsupervised, this will be treated as a child protection issue and will be managed as such. Please refer to our child protection policy.</p>
Late Payment Charges	<p>If the fees are not paid on time, the club will notify the parent/carer in writing once and request payment within fourteen days of notification. If a second reminder is required, this will incur a late payment fine of £20.</p>

Fees are set at a rate to enable School's Out Henleaze to break even and not to make a profit.

All timings and prices listed above are indicative only and subject to change. The School's Out Henleaze Board of Directors retain the right to alter them in the future at any time without notice. The current fees are published on the School's Out Henleaze website.

Any future amendments to the timings and/or pricing will be published on the School's Out Henleaze website and Facebook page. It is your responsibility to ensure that you are up to date with the current information.

Admissions Policy

School's Out Henleaze has an open-door policy and is open to all children, subject to government restrictions, aged between 4 (from the summer holidays before they start school) and 12 years old and operates from Henleaze Infant School. Children from other schools can access the holiday club only.

School's Out Henleaze collect children for after school club as follows:

- Henleaze Infant School: playworkers collect children from classrooms.
- Henleaze Junior School: playworkers meet children in the junior playground.

Admissions Criteria

We will not exclude any child or family on the grounds of gender, family status, sexuality, means, disability, colour, ethnic origin or culture, religion, or belief. Spaces are limited and School's Out Henleaze does operate a waiting list for our after school club. Please see our Admissions and Fees policy for waiting list details.

Advance (contract) booking facilities are offered at the after school club on a first come, first served basis in the following order of priority:

- Committee.
- Reception children.
- Infants.
- Juniors.

All holiday club bookings are on a first come first served basis.

Children With Additional Needs

School's Out Henleaze will endeavour to work with other organisations to do all that is reasonably practicable and economically viable to accommodate children with additional needs. If we need to recruit additional staff or volunteers to cater for any child who requires 1:1 support, we may have to delay their admission to School's Out Henleaze until their needs can be adequately met and funded. If this is necessary, we will keep you informed of the situation and will provide you with regular updates. School's Out Henleaze does retain the right, if after consultation with the Parent/Carer and any other related relevant organisation, not to offer a place, where it is deemed that to do so, would put the child or the other children/staff using School's Out Henleaze facilities at risk.

The Booking Process

Before we accept a booking at School's Out Henleaze you must:

- Register on our online booking system and apply for membership by reading, accepting these terms and conditions using the tick box.

- Pay the annual membership fee at the time of contract approval or holiday club booking where the session booked is nearest to the 1st of July.
- Pay fees termly in advance (applicable to after school club only).
- Pay fees for the holiday club at the time of booking.
- If your child is starting reception at Henleaze Infant School in the following September, contracts must be requested by the penultimate week of the preceding May.

Terms And Conditions

School's Out Henleaze retain the right to cancel your membership if the terms and conditions set out below are regularly broken. We will inform you by email if your membership is cancelled and the reasons for the cancellation will be set out. You have the right to appeal, and this must be in writing and sent to the School's Out Henleaze Committee within 7 days of receipt the cancellation letter.

1. **Notice Period:** School's Out Henleaze after school club requires 4 weeks' paid notice that you no longer require your booked place or of alterations to your booked places. Notice must be made in writing and once given the next 4 weeks must still be paid for. If notice is given during a school holiday this will be included in the notice period.
2. **After School Club Fees:** Regardless of the payment method (credit/debit card, bank transfer, childcare vouchers) all fees are to be paid in advance of the after school club. Fees are payable termly in advance which should be paid during the last week of the preceding term. If the fees are not paid on time, the club will notify the parent/carer in writing once and request payment within fourteen days of notification. If a second reminder is required, this will incur a late payment fine of £20; continued non-payment of fees may result in legal action being taken against you. See Admissions and Fees policy for further information.
3. **After School Club Refunds:** After Schools Club are unable to issue refunds for membership fees or booked places unless notice is served of 4 weeks in advance, and we are unable to swap days. If your child fails to attend a full or part session (at after School or Holiday Club) which he or she is booked to attend, we are unable to offer alternative sessions or issue refunds.
4. **Holiday Club Fees:** Due at the time of booking. However, if using childcare vouchers these must be authorised on or before the due date. Late payment charges (see above and at the discretion of School's Out Henleaze) may be waived if:
 - Receipt is produced showing payment was made by the due date.
 - Email from childcare voucher scheme provider is received confirming that payment was authorised by the due date.
 - Printed screen shot that clearly confirms beyond doubt that payment by means of childcare vouchers was requested by the parent to the voucher scheme on before or on the due date.
 - Bank statement which clearly shows payment was made to School's Out Henleaze before or on the due date.

- Unpaid fees will result in School's Out Henleaze following their Admissions and Fees Policy, a consequence of which may lead to the loss of your childcare place(s) and at the discretion of School's Out Henleaze Directors, may also result in legal action being taken against you.

5. **Holiday Club Refunds:** School's Out Henleaze are unable to issue refunds for membership fees or to cancel or offer refunds or make alterations to booked places once the booking has been processed.
6. **SEN And Medical:** You must advise the Manager of any other information regarding your child(ren) that you think they should know including, but not limited to, Special Educational Needs (SEN), medical requirements, allergies, and dietary needs.
7. **Packed Lunch:** Provide a packed lunch and drink for each full day your child attends the scheme. If your child is attending a morning session, they may also bring a packed lunch with them. We have no refrigeration facilities. Please ensure no nut or sesame products are included in any food for your child/ren.
8. **Signing In/Out:** The staff team will sign your child in and out.
9. **Personal Data:** Membership of School's Out Henleaze is offered on the understanding that the person responsible for paying all membership and session fees completes School's Out Henleaze the online registration in full. All personal data is subject to our Confidentiality and Data Protection Policy and Retention of Records Policy published on our website. It is the responsibility of the parent/carer to notify School's Out Henleaze of any personal changes to the data recorded on the online registration.
10. **Collection Of Children:** No child will be permitted to leave School's Out Henleaze unaccompanied without prior arrangement with the manager. Any adult collecting your children must be named on the relevant School's Out Henleaze online registration as authorised to collect your child(ren). It is the parent/carers responsibility to notify School's Out Henleaze of any permanent/temporary or short notice changes to the collection arrangements for your child(ren).

If School's Out Henleaze require you to collect your child, you must arrange to do so immediately. Collection must be made by you or by one of the other authorised adults listed on your online registration.

Year 5 and 6 children can walk themselves home should the parent complete the relevant permission on our booking system and/or in writing to the manager of the setting or texting the setting mobile.

11. **Use Of Car Park:** The car park is only to be used if either the parent or child has an access requirement.

12. **Personal Belongings:** School's Out Henleaze do not accept any responsibility for any loss or damage to personal belongings (regardless of value) brought to School's Out Henleaze premises or personal belongings taken on School's Out Henleaze trips. School's Out Henleaze shall make all reasonable efforts to care for items required for school (e.g., musical instruments).
13. **Illness:** Unwell children must not be sent to School's Out Henleaze. In the case of vomiting and/or diarrhoea, you are asked to keep your child away for 48 hours since the last symptom. If a child has symptoms of Covid-19, fever, continuous cough and or loss of taste and smell get a test, stay at home until you get the result.
14. **Illness, Accident Requiring Emergency Treatment:** By reading and accepting these terms and conditions you are giving permission for your child to receive emergency medical or dental treatment, as necessary.
15. **Medication:** We recognise that we do not have a legal responsibility to administer medication. We recognise we have a responsibility under the Equalities Act 2010 to not treat a child less favourably because of their medical needs. Any medication provided must be in its original packaging, clearly labelled from the pharmacy and the Consent To Administer Medication Form is completed. All medication will be held and administered in accordance with our Administration of Medication Policy.
16. **Antisocial Behaviour:** School's Out Henleaze will not tolerate any behaviour that School's Out Henleaze considers to be unacceptable, disruptive and/or inappropriate. This includes bullying, racial/sexual harassment, bad language, smoking, alcohol, drug/solvent/substance abuse and any other behaviour that could cause offense, disruption and/or distress to children and/or staff. All such instances will be dealt with in accordance with our Behaviour Management Policy.

Continuous or repeated antisocial behaviour by any child or adult will be reported to a senior member of School's Out Henleaze staff. The relevant staff member will refer the matter to the School's Out Henleaze Committee. An investigation of the matter will be conducted and shall include discussions with staff, any witnesses and the individuals concerned. School's Out Henleaze reserve the right to exclude any child/individual from School's Out Henleaze whose behaviour is found to be unacceptable and/or inappropriate. School's Out Henleaze will work with parent/carers of a child(ren) where a child's behaviour has been identified as needing additional management to ensure full inclusion of all children at School's Out Henleaze and to maintain the well-being and safety of all children and staff.
17. **Wilful Damage of Property and Equipment:** Children and adults must show respect for and proper use of all property, equipment and premises while attending the club. If any child is deemed to have caused wilful damage to property or equipment, then the parent/carer will be responsible for the cost.
18. **Vacate the Building:** If a member of School's Out Henleaze staff requests that you leave the building you must do so immediately.

19. **Child Abuse:** School's Out Henleaze staff/volunteers, Directors and Committee Members have a legal duty to protect the children in their care and will do so in accordance with the School's Out Henleaze Child Protection and Safeguarding Policy. In accordance with this policy, School's Out Henleaze staff will report any instances of suspected child abuse to the social services and the parent/carer.
20. **Crime/Fraud:** All School's Out Henleaze staff/volunteers Directors and Trustees have a legal and moral duty to report any suspected incidents of fraud/crime to the appropriate government authorities.
21. **Complaints Procedure:** A copy of the complaints procedure is on the notice board in the entrance hall, it is also on our policies page of our website. This process is to be followed when making a complaint to the board of directors.
22. **Consent to Participate:** Unless specifically instructed otherwise, you provide ongoing consent for your child(ren) to participate in all activities. Typical activities children may participate in are listed on the website, follow the link for more details:

<https://www.schoolsouthenleaze.co.uk/about-kids-holiday-club-bristol>.

Contingency Planning

School's Out is a not-for-profit company limited by guarantee. It is a membership organisation and the directors are elected from the membership at the AGM. All families registered are members and in the unlikely event of School's Out Henleaze being wound up and unable to meet its debts through its own funds, I promise to pay £1.

Please be aware that whilst we endeavour to ensure that the after school club and holiday club run as scheduled, there may be circumstances where for reasons outside of our control we are unable to operate in accordance with our normal procedures and regrettably have to take the decision not to run the relevant club that day. Such circumstances include but are not limited to bad weather, illness infectious disease, strike action at the premises where the clubs are operating from etc. It is our policy not to issue refunds or offer alternative sessions in such circumstances.

If we are forced to shut for more than a day, we will issue refunds where possible.

I agree to notify the manager, manager@schoolsouthenleaze.co.uk, if my child will not be attending a session; will be arriving late due to after school activities; or will be collected by a third party. If late notice this should be done via text to the club phone 07847 479 626.