

I. 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 non-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 and published school calendars. These are summarised below:

Club Session Fees and Opening Times (with effect 1st Jan 2020)

After School Club	£10.50 (3:15pm to 5:45 pm)
Holiday Club & Inset Days	£30 (8:15am to 5:30pm)
½ days if agreed by the Directors	£18 (8:15am to 1pm, 1pm to 5:30pm)

Additional Fees may be charged as follows:	
Annual Membership Registration Fee Charged at the same time as Summer Holiday Club creation, 1 st July to 31 st August for the following academic year. Charged for each family registration on our booking system.	£12
Late Collection Fees	<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</p>

	<p>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three fines in a year, the Management Committee will review the family's membership of the scheme and the place may be withdrawn.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>
<p>Early Arrival at holiday club</p>	<p>The vast majority of children are brought in by an adult. If a mistake is made regarding the start time and the child is brought in early a member of staff will explain our opening times and will ask the parent to return at the correct time.</p> <p>Occasionally a parent might make an arrangement 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>
<p>Late Payment Charges £20</p>	<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.

SCHOOL'S OUT HENLEAZE ADMISSIONS POLICY

- 1. Admissions:** SCHOOL'S OUT HENLEAZE has an open-door policy and is open to all children, subject to government restrictions, aged between 4 years old (from the summer holidays before they start school) and 12 and operates out of two sites: (1) the main site in Henleaze Infant School; and (2) the second site in the grounds of Henleaze Junior School.



SCHOOL'S OUT HENLEAZE. Children of members from other schools are able to access the holiday club only.

2. **Collection service:** SCHOOL'S OUT HENLEAZE offers a collection service for after school club:

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.

3. Advance booking facilities are offered at the

- 3.1 after school club on a first come, first served basis with priority given to children of working/studying parents who:

- a. Are Directors and/or Committee Members of SCHOOL'S OUT HENLEAZE
- b. Are a single parent family.
- c. Are siblings of children already attending SCHOOL'S OUT HENLEAZE.

- 3.2 holiday club on a first come first served basis with priority given to children of working of working/studying parents who:

- a. Are Directors and/or Committee Members of SCHOOL'S OUT HENLEAZE

4. **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 will 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.

5. **The booking process:** Before we accept a booking at SCHOOL'S OUT HENLEAZE you must:

- a. Apply for membership by reading, accepting these terms and conditions.
- b. Pay the annual membership fee.
- c. Complete a family online registration.
- d. Pay fees termly in advance (applicable to Afterschool Clubs only).
- e. Pay fees for the Holiday Club at the time of booking.
- f. If your child is starting with SCHOOL'S OUT HENLEAZE after school club in September, pay the fees due for September by no later than 1st July to guarantee a place. This enables SCHOOL'S OUT HENLEAZE to confirm what staff it needs to meet demand and allocate spaces to the new school intake.



SCHOOL'S OUT HENLEAZE 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 letter 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. **Session Fees:** All fees irrespective of method of payment must be paid by the due date before the session start date. There will be no refunds should your child(ren) fail to attend full, part or cancel any one session. We are unable to offer pro-rata sessions at either the holiday club or after school club.
3. **After School Club Fees:** Regardless of the payment method (Credit card, Bank Transfer, Childcare Vouchers and/or cheques) 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.
4. **Holiday club fees** are due at the time of booking, including trip fees and additional charges as relevant.
 - 4.1. Failure to pay by at the time of booking means that the places are not confirmed.
5. **Late payment charges**, see above (at the discretion of SCHOOL'S OUT HENLEAZE) may be waived if:
 - Receipt is produced showing payment was made by the due date.
 - Cashed cheque is produced proving it was submitted by 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.
 - SCHOOL'S OUT HENLEAZE will not accept future/additional bookings for childcare if your account has overdue fees. 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.
- **Refunds:** SCHOOL'S OUT HENLEAZE 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 SCHOOL'S OUT HENLEAZE holds advance fees of more than 4 weeks, this excess will be refunded to you within 4 weeks of you requesting a

refund. 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.

7. **Holiday Club Session Fees:** 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. If extra sessions are requested SCHOOL'S OUT HENLEAZE will endeavour to provide them but this is restricted to availability of spaces and staff. If there is a waiting list, then we may try and resell a place on your behalf and, if successful, you will be credited the cost of the re-sold place.
8. **Holiday Club Bookings:** Requests for holiday club bookings must be made by the advertised date. Late bookings will only be accepted if spaces and/or staff are available.
 - 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.
 - 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 products are included in any food for your child/ren.
9. **Additional Charges:** Covered in the Additional Fees Section.
10. **Signing in/out:** It is an OFSTED requirement for parents/carers to sign in and/or out their children when they are dropped off or collected from any of the SCHOOL'S OUT HENLEAZE childcare sessions. Please ensure you do this every time you drop-off or collect your child(ren). There may be circumstances such as a pandemic when the staff team will sign your child in and out to reduce the risk of contamination. This list is not exhaustive and may be subject to change.
11. **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.
12. **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.
13. The car park is only to be used if either parents or child has an access requirement.
 - 13.1. 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.
14. **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)

15. **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.
 - 15.1. **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.**
16. **Medication:** SCHOOL'S OUT HENLEAZE 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.
17. **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 Board of Directors. 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.
18. **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 cause wilful damage to property or equipment, then the parent/carer will be responsible for the cost.
19. **Vacate the building:** If a member of SCHOOL'S OUT HENLEAZE staff requests that you leave the building you must do so immediately.
20. **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.
21. **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.
22. **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.
23. **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, see

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

- 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 due to lockdown, legal instruction, staff illness 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.