

Wilf's Club Wraparound Care Terms and Conditions

In order for bookings to be confirmed for Wilf's Club parents/carers need to indicate agreement, when prompted on the online bookings system, to accept these terms and conditions.

Services

The service will be provided with reasonable care and skill and in compliance with Care Standards Act 2000 and The Children Act 2006, and is OFSTED compliant.

The service will meet the requirements and/or restrictions imposed by any insurance policy regarding the provision of the services.

The provision of the service will normally include:

1. Supervising the children.
2. Providing a breakfast to every child attending Wilf's Club who has booked from 7am.
3. Providing a snack for all children attending Wilf's Club.
4. Providing a suitable evening meal (not cooked) to children booked beyond 5pm at Wilf's Club
5. Providing suitable activities and tasks of play.

It is agreed that "the Club" will provide daytime childcare services for child/ren, in line with current school wide policies which can be found on the St Wilfrid's School website.

The 'Location' and 'Attending the club'

At Wilf's Club we believe that the safety and wellbeing of each child within our care is of the utmost importance. We aim to give a warm welcome to all children on their arrival and ensure a safe departure at the end of their session.

Wilf's Club operates within dedicated accommodation housed within St Wilfrid's CofE Primary School.

Children enter and leave through the dedicated door near the front of the building. A buzzer system is in place, please ring the bell and a member of staff will be there to greet you. All children will be signed in and out on the Wilf's Club registers.

At the end of school EYFS and KS1 children will be collected by a member of school staff from their classrooms and taken directly to the dedicated wraparound care rooms, KS2 children will make their way to the room themselves. If your child attends an in-school club on the day of a booking Wilf's Club staff will collect them at the end of that after school activity.

From time to time the club may operate in different areas of the school. All efforts will be made to ensure that parents/carers are made aware of this in advance.

Admissions, Fees, Payment and Refunds

Wilf's Club aims to provide a value for money, inclusive wraparound care service. As such our fees are competitive and sessions can include breakfast / after school meal depending on the session.

Our sessions will be educationally focused with every child being given the opportunity to participate in arts and crafts, building activities, social and role play, sporting activities, online activities, rest, environmental and imaginative play.

At Wilf's Club a healthy breakfast will be provided for those who have booked the 7am session and for all Wilf's Club sessions the children will receive a snack, for those staying for the later session (beyond 5pm) a healthy meal (not cooked) will be provided.

The children will be looked after by staff following best practices and with the appropriate staff/child ratio. This is a bespoke provision which is only available to children attending St Wilfrid's CofE Primary School, aged 4-11 years old, in year groups Reception to Year 6.

Fees

Breakfast Club

7.00 am to 8.55 am £9.00 (Only this option includes breakfast)

8.00 am to 8.55 am £5.00

Afterschool Club

3.20 pm to 5.00 pm £12.50

3.20 pm to 6.30 pm £16.00 (Only this option includes evening meal)

Discounts

Siblings will receive a 10% discount.

Ad hoc bookings

Wilf's Club cannot offer ad hoc bookings outside of the booking window.

Late fees*

£4.00 for early arrival to the 8 am to 8:55 am Breakfast Session

£3.50 for any late pickup

£5.00 for each 15 minutes thereafter

E.g. Collection expected 5.00 p.m. and child collected at 5.01 p.m. £3.50

E.g. Collection expected 5.00 p.m. and child collected at 5.16 p.m. £8.50

*Late fees need to be paid by the last working day of the month, parents/carers will receive an immediate invoice

Up to 15 minutes late

- When the parent or carer arrives they will be reminded that they must call the Club (mobile number is 07526 301879) to notify us if they are delayed.
- The parent or carer will be informed that penalty fees will automatically be charged via the Magic Booking System.

Over 15 minutes late

- If a parent or carer is more than 15 minutes late in collecting their child, the manager will try to contact them using the contact details on file.
- If there is no response from the parent or carer, messages will be left requesting that they contact the Club immediately. The manager will then try to contact the emergency contacts listed on the child's registration form.
- While waiting to be collected, the child will be supervised by a member of staff.
- When the parent or carer arrives they will be reminded that they must call the Club to notify us if they are delayed, and that penalty fees will automatically be charged via the Magic Booking system.

30-60 minutes late

- If the manager has been unable to contact the child's parents or carers after 30 minutes, the manager will contact the local social care team for advice.
- The child will remain in the care of a member of staff until collected by the parent or carer, or until placed in the care of the social care team.
- When the parent or carer arrives they will be reminded that they must call the Club to notify us if they are delayed, and that penalty fees will automatically be charged via the Magic Booking System.

Payment

All parents/carers are required to make full payment for all booked sessions a half term in advance. This is to enable Wilf's Club to have the staffing and facilities required for the numbers attending.

Failure to make payment upon booking or to ensure childcare vouchers and tax free credits are paid on time may result in a child not being confirmed for a session and could put future attendance at risk.

If parents/carers have not used childcare vouchers or tax free childcare previously and wish to do so they should contact the School Office to notify them of their plans.

Childcare vouchers and tax free childcare must be processed and deposited into our account within 1 week of a booking being made.

Refunds

Wilf's Club have a no refund policy in place. In truly exceptional circumstances a refund maybe granted at the discretion of the Head Teacher. Any refund requests need to be made in writing, with supporting evidence if appropriate, and submitted to the Head Teacher.

Cancellation of bookings/sessions

At times it might be necessary to cancel Wilf's Club sessions, for example if the school has been forced to close on a snow day. On these occasions, parents will be notified as soon as possible. Parents/Carers will be refunded the cost of the booked session(s) for that day.

Cancellations or changes to bookings by parents/carers must be made using the Magic Booking system by 6pm on the evening preceding the booking. Cancellations not advised via the Magic Booking system or by the 6pm deadline will not be refunded.

Wilf's Club arrival and departure procedures Arrival time Breakfast

All parents/carers need to ensure that their child (if booked for the 7am session) arrives before 8.15 a.m. to allow them to enjoy the breakfast.

Departure arrangements

Collection passwords can be set up by parents/carers with Wilf's Club or through Magic Bookings. If a parent/carers can't collect a child for any reason and have omitted to inform Wilf's Club that someone else is collecting their child they can provide the designated collector with the collection password as authorisation. On this basis the child will be released into the designated collector's care.

Please note:

- Children can't be collected by any persons below the age of 18
- Where only one parent is registered on our systems then we could only allow the other parent to collect with express permission from the registered parent.
- In the event that there is a court order in place detailing custody rights we will adhere to this and ensure a copy is available on the child's file.

We hope your child will be very happy at Wilf's Club.