



Club Terms and Conditions

We aim to provide a high quality service which meets the needs of both parents/carers and children. For parents/carers, this means knowing that your child is safe and happy in a club that is reliable and offers a consistent service. For a child, this means an environment that is safe, supportive, encouraging, nurturing, a place to be with friends and make new ones, try out new activities, to relax, to have fun and enjoy. Coates Primary Out of School Club will ensure that appropriate standards of behaviour, discipline and hygiene are maintained.

The Club follows the same expectations around health and attendance as does the school.

The club is covered by the school's insurance

There will be the appropriate number of staff dependent on the attendance numbers for that day. All staff are DBS checked, First Aid trained and have a certificate in Food Hygiene.

The Out of School Club is open every day during term time.

After school club: 3:20pm – 6pm

Snacks are provided at After School Club for example fruit, sandwiches, popcorn, crumpets etc. We will endeavour to cater for all special dietary conditions.

Breakfast Club: 8.00am – 8:50am £ 3.50 per child per session

Breakfast £ 1.00 per child per session

After School Club

From 3:20pm – 5.00 pm

£7.50 per child per session

From 3:20pm – 6:00pm

£10 per child per session

No refund will be given for sessions only part attended. No partial refund will be given if a child leaves before having food.

4. Dropping off and collecting children

Children are dropped off at 8.00am at the main gate where a member of staff will meet them. Parents to take their child to the OSC mobile if they arrive after 8am. (Telephone 07785376400)

When collecting your child parents are asked to wait at the side playground gates and telephone the OSC mobile. A member of staff will meet you at the gate with your child.

All children must be collected by someone over the age of 16. Only authorised adults will be allowed to collect the child. If a known adult is not available to collect your child you must inform the club immediately. Unknown adults will not be allowed to collect without prior notice.

Parents cannot be stopped from collecting their children from the club unless relevant documentation is provided i.e. court orders, police or social services involvement.

5. Late Collection

We ask that all parents ensure they collect their child on time. If a child is not collected, and the parent or carer has not notified us that they will be delayed, we will follow the procedure set out below:

Late Collection after 6pm

- If a parent or carer is late in collecting their child, the OSC Leader 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 OSC immediately. The OSC Leader 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 staff and a member of the schools senior leadership team will be notified
- When the parent or carer arrives they will be reminded that they must call the OSC to notify us if they are delayed, and that penalty fees will have to be charged (except in exceptional circumstances).

Over 20 minutes late

- If the OSC Leader has been unable to contact the child's parents or carers after 20 minutes, the OSC Leader/SLT will contact the local Social Care team for advice.
- The child will remain in the care of school staff, on the Club's premises if possible, until collected by the parent or carer, or until placed in the care of the Social Care team.

- If it is not possible for the child to remain at the Club's premises, a note will be left on the door of the OSC mobile informing the child's parent or carer where the child has been taken and leaving a contact number. A further message will be left on the parent or carer's telephone explaining events.

Managing persistent lateness

The OSC Leader will record incidents of late collection and will discuss them with the child's parents or carers. Parents and carers will be reminded that if they persistently collect their child late they may lose their place at the OSC.

Useful contacts Cambridgeshire Direct (Social Care) 03450455203 (8am-6pm), 01733 234724 (out of hours)

Parents who have booked their child until 5pm and are late collecting their children will be charged the fee charged for children staying until 6pm.

Parents who are late collecting their child after 6pm will be charged £10 for the first five minutes and then £3 for each additional five minutes they are late. E.g if they collect their child at 6:15 they will be charged £16.

6. Uncollected Children.

The Safeguarding Policy will be followed in the event of non-collection of a child. In the event of the inability to contact the names on the pupils contact list it may be necessary to contact Social Services for advice and further action.

7. Sickness/First Aid

Parents/carers must inform Coates Primary Out of School Club if the child has any known medical condition or health problem or has been in contact with infectious diseases. Parents/carers must comply with the exclusion guidelines set by the Health Protection Agency; details are available from the school office. A child must not be brought to Coates Primary Out of School Club if unwell.

If a child becomes ill during a club session every attempt will be made to contact one of the emergency contact numbers on the pupils contact details. The child will be cared for until collection.

In the case of minor first aid accident, basic first aid will be administered by a qualified first aider and a parent will be informed via medical tracker. In the case of an accident requiring more than basic first aid, every attempt will be made to contact the parent/carers to advise and discuss the course of action to be taken. Emergency services will be contacted to gain advice or support if required.

8. Behaviour

The Before and After School Club use effective behaviour management strategies in line with the School's Behaviour Policies to ensure the welfare and enjoyment of the children attending the session.

Staff will discuss all concerns with parents/carers in an attempt to help identify the cause of the poor behaviour and deal with the incidents appropriately. Parents/carers will also be told about the consequences of their actions. In the event of more serious unacceptable behaviour and if the behaviour

persists more serious action may be taken and the child's place may be at risk. (This decision is taken by the Headteacher.)

9. Personal Belongings

We ask that children do not bring personal belongings into the club and we cannot take responsibility for any lost items.

10. Club information.

Our Before and After School provision provides the children with a wide range of play provision. All children have the opportunity to take part in planned activities or choose to complete self-chosen activities. There are opportunities for the children to use different areas of the school including the OSC mobile site, school hall, outside space, computer facilities etc.

11. Policies

Out of School Club follows the policies and procedures in place for the main school. Where there are exceptions these are available on request.

12. Child Protection

All the staff have a duty to report any significant concerns s/he might have about the safety/well-being of a child to Social Services. Parents/carers agree to inform Coates Primary Before and After School Club of any information necessary to safeguard or promote their child's welfare or avert the risk of harm to their child or other person. The Club staff will be informed of sensitive issues concerning the child on a 'need-to-know' basis.

13. Payment and Booking.

Before making a booking for the first time please ensure you register with the school office. Only pupils registered on the school roll may access the Breakfast or After School Club. Bookings should be made 7 days in advance of attendance. In the event of unforeseen circumstances, it may be possible to book a place less than 7 days in advance, but this will be dependent on available space. Non-attendance of pre-booked sessions will be charged for unless the school has been notified 7 days in advance of the booking. Swapping of sessions is not permitted.

You are able to use childcare vouchers/HM Government Tax Free Childcare to pay for this service should you wish to do so. Please contact the school office for more information.

Parents/carers are asked to pay in advance of the sessions taken. Payments can be made via School Comms. If you require support to make payments please contact the school office.

Non-payment could result in your child not being allowed to attend until the balance is paid.

Parents will be given one month's notice of any changes to fees.

14. Severe weather

In the event of Coates Primary Before and After School Club's closure due to severe weather parents/carers will be informed via the school website and via the email system. A refund of session fees would be made under these circumstances.

15. Concerns

In the event of any concerns or complaints, in the first instance please discuss these with a member of staff at drop off or pick up.

Alternatively please contact the Headteacher.

Should you continue to have cause for concern please contact the school office to follow the schools complaints procedure.

I have read, understood and agreed to comply with the Terms and Conditions of the Coates Primary Out of School Club.

Name of child/children: _____

Parent/Carer Signature: _____

Name in full: _____

Relationship to the child: _____

Date: _____

Please return this copy