



## MPS CARE CLUB

Menston Primary School

St. Peter's Way, Menston, Near Ilkley, West Yorkshire, LS29 6NY

Telephone 01943 883927

## TERMS AND CONDITIONS



### TO REGISTER:

1. When a place has been confirmed at MPS Care Club, you will be given a link to register on Kids Club HQ.
2. Please register via Kids Club HQ, creating an account and registering your child's details and confirm our terms and conditions.
3. Your place will then be confirmed via Kids Club HQ subject to our being able to meet the childcare and play needs of your child.
4. **A fee of £55.00 will be due after registering.** *(This is a £50.00 deposit refundable given 4 weeks term-time notice, and a £5.00 non-refundable Registration fee.)*

# CONTRACT WITH PARENTS

*A copy of this will be distributed in the Parents Handbook for you to keep.*

## CONDITIONS OF THE CARE CLUB

*Please sign and return a copy of this which is in the contract included in your child's Application Form*

**MPS CARE CLUB**, Menston Primary School, St. Peter's Way, Menston, Near Ilkley, West Yorkshire, LS29 6NY.  
**Telephone 01943 883927**

### REGISTRATION

Regardless of the frequency of use all children will be registered as Club Members by the completing the registration process via Kids Club HQ.

**Registration will be accepted upon receipt of the £5.00 non-refundable fee and the £50 deposit that is refundable when the child leaves the Club having given the required 4 weeks term-time notice.**

Places will be confirmed by the Manager and are subject to the Club being able to meet the childcare and play needs of each child.

### BOOKINGS

Childcare places are booked through the Manager and will be regarded as permanent and ongoing (ie; throughout the year and continuing past the school holidays) until **4 weeks term-time notice** in writing is given. Payment is due **in advance**. Invoices will be generated via Kids Club Club HQ with payment due prior to the start of term.

The Club reserves the right to refuse bookings when non-payment has occurred.

Extra 'Ad hoc' places may be booked for 'one off' sessions providing the child is fully registered with the Club. These bookings must be made **IN ADVANCE at the Club** and are subject to places being available. The Manager is able to confirm such bookings up to one month in advance, **providing there is a 'vacant' slot available** for the particular session(s) requested.

### OPENING AND CLOSING TIMES

The Club will be open on the days that Menston Primary School is open during term times as follows:

Mornings from 7.30am – 8.55am or 8am – 8.55am.

Please arrive by 8.30am at the latest. Breakfast will be served for children arriving before 8.15am.

Afternoons from 3.15pm to 6.00pm at the latest.

***(Please ensure you have collected your child and have left the building by 6pm.)***

## **HOW PAYMENTS ARE MADE**

The Accounts Administrator will be responsible for issuing all invoices and payment must be made as follows:

### **METHOD OF PAYMENT - FOR REGISTRATION FEE (£5) AND DEPOSIT (£50) before a child first starts.**

- **£55.00 per child paid via Kids Club HQ:**  
*Please DO NOT PAY THIS ITEM via Childcare Voucher or Tax Free Childcare (TFC) which is untaxed income. This is so the deposit can be refunded to you at the end of your child's time with us and once your final account has been settled.*

**Please advise the Care Club Manager once this INITIAL payment has been made. The Manager will then be able to process the application and advise you of a start date for your child.**

### **METHODS OF PAYMENT - FOR CHILDCARE FEES** for invoices sent individually to you each half-term via Kids Club HQ

#### **1. Direct Debit**

The Menston Primary School Care Club has registered with GoCashless that enables parents to sign up for the facility to pay an invoice via Direct Debit. Parents will receive an invoice at the end of the term and if they are signed up to the Direct Debit facility, the payment will be taken automatically on the invoice due date.

Details of GoCardless' privacy notice can be found at the link below:-

<https://gocardless.com/privacy/>

#### **2. Credit / Debit Card**

Care Club is registered with Stripe to facilitate payments via Credit or Debit card. When viewing your invoice on KidsClub HQ, you will be able to select this option of payment.

Details of Stripe's privacy notice can be found at the link below:-

<https://stripe.com/en-gb/privacy>

**2.VOUCHERS** – If you registered to use these before Autumn 2018, (no new registrations now allowed) you may pay part or all of your fees by Employer's Childcare Vouchers. We are registered to accept most voucher schemes. (You cannot use TFC in addition to Vouchers. The choice is one or the other.)

**3.TAX-FREE CHILDCARE (TFC)** - If you have registered to use this new scheme, you may pay part or all of your fees by TFC. (You cannot use Vouchers in addition to TFC. The choice is one or the other.)

<https://www.gov.uk/tax-free-childcare>

Please note that we cannot accept cash or cheques.

## **WHEN PAYMENT OF FEES IS DUE**

Parents / Guardians will agree to pay **in advance** for all sessions pre-booked.

All fees payments will be automatically invoiced each half-term. (There are 6 half-terms per year.)

Payment to be made in full before the start of term.

**IT IS VITALLY IMPORTANT THAT PAYMENTS ARE MADE ON TIME.**

THIS WILL HELP US MANAGE OUR CASH FLOW AND AVOID ANY ADDITIONAL RESOURCES REQUIRED TO CHASE PAYMENTS.

**ALL FEES relating to each academic year (ie: September to July) MUST BE SETTLED IN FULL BY 1<sup>st</sup> JULY each year. Any regular payments you may choose to make in August can be credited to your account for the following September.**

### **ADDITIONAL EXTRA 'Ad hoc' SESSIONS**

If a registered child attends additional (Ad hoc) sessions the charge for these will be added to the following invoice unless by prior agreement with the Manager. 48 hours' notice is required to cancel these sessions, otherwise they will; be chargeable.

### **ABSENCES**

Any session that a child is absent must be paid for. Due to **ongoing staff costs**, a 'swap' is not possible – any extra session booked or 'changed' on an Ad hoc basis must be charged for (ie: in addition to a session 'missed'.) In the event of any unexpected school later opening or closure, eg: snow, 'Bubble' closure, etc., fees will remain due as Care Club is still incurring staff costs.

### **WITHDRAWAL NOTICE**

**If parents wish to withdraw permanently from the scheme then a minimum of 4 WEEKS TERM-TIME notice should be given unless personal circumstances make that impossible.**

### **OVERDUE PAYMENTS**

If payment has not been received by the due date, a reminder will be sent and a charge of £5.00 added to the account. If fees remain unpaid then the contract will be terminated. However should payment be due to personal problems we ask that you speak to the Manager to assist in resolving the difficulty.

**CLOSING TIME & LATE FEE** ie: Children need to be collected and have left the building by strictly 6.00pm at the latest.

Please note that this is not an optional extra.

From 6pm: **£5.00 per 10 minutes (or part thereof) per child** will be levied if you are late.

**Persistent lateness may result in the loss of a childcare place.**

Before school sessions:- Care Club staff will take KS1 children from within the KS1 hall into the care of the teaching staff and KS2 children to the respective reception areas outlined by teaching staff. Care Club staff will remain with the children until teaching staff have admitted them all into their respective buildings.

After school sessions:- KS1 children will be collected in the afternoon from inside the KS1 hall at a designated assembly point. KS2 children will make their own way to the Club (unless a parent has made a previous agreement to collect from their classroom) from inside the KS2 Link building or from the Victorian building and will meet at the designated assembly point. A Care Club staff member will look for them if they do not arrive after a short and reasonable space of time.

**PLEASE ENSURE YOU HAVE COLLECTED YOUR CHILD AND HAVE LEFT THE BUILDING BY 6pm.**

### **Afternoon departure from Care Club / Collecting your child.**

Under no circumstances will a child be allowed to depart from the Club unless it is with a previously identified and authorised person. This includes an older sibling, other relative or friend unless they are of age and have previously been identified and authorised to collect the child. If there is an alteration or addition to the list of persons responsible for collecting a child from the Club, we will require notification from you in writing, stating name, relationship to the child and any other relevant details. These details will be added to the child's original Application Form.

A member of staff must always acknowledge the departure of a child and note the time in the register.

**If a child has not been collected from the Club by 6pm**, staff will try to contact the parent / carer. If they cannot be contacted the staff will then try to contact the Emergency Contact person. PLEASE NOTE that if a child has not been collected by 7pm the Social Services department will be called and the responsibility for the child will pass to the Child Protection Agency.

## **COST and PRICES SUMMARY** from September 2023

Prices are usually revised annually to coincide with the start of the school year each September.

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|--|---|
| <b><u>BEFORE-SCHOOL SESSIONS:</u></b><br>From 7.30am (earliest)  | <b>£7.77</b>  |
| From 8am   | <b>£5.18</b>  |
| <b><u>AFTER-SCHOOL SESSIONS:</u></b> From 3.15pm to 6pm (latest)   | <b>£14.32</b>   |
| <b><u>REGISTRATION FEE:</u></b> (Non-refundable, payable at initial registration)  | <b>£5.00</b>  |
| <b><u>DEPOSIT:</u></b> (Payable at initial registration and refundable when the child leaves and all fees owing have been settled.)  | <b>£50.00</b>   |
| <b><u>LATE FEE</u></b> (From 6pm: This will be levied if you are late.)<br>Please note that this is <b>not</b> an optional extra service.<br>Persistent lateness may result in the loss of a childcare place.          | <b>£5.00 per 10 minutes (or part thereof) per child</b> |
| <b><u>OVERDUE PAYMENTS</u></b><br>If payment has not been received by the due date, a reminder will be sent and a charge of £5.00 added to the account.<br>If fees remain unpaid then the contract will be terminated. | <b>£5.00</b>  |

### **ABSENCES**

Any session that a child is absent must be paid for. Due to **ongoing staff costs**, a 'swap' is not possible – any extra session booked or 'changed' on an Ad hoc basis must be charged for (ie: in addition to a session 'missed'.) In the event of any unexpected school later opening or closure, eg: snow, 'Bubble' closure, etc., fees will remain due as Care Club is still incurring staff costs. **A KNOWN ADULT MUST INFORM US OF A PLANNED ABSENCE PLEASE.**

Please note that we **CANNOT ACCEPT THE WORD OF A CHILD** regarding an absence, so please either call in or telephone the Club to either speak directly to a member of Club staff, so that we may identify your voice. A short written note which is dated and signed is also acceptable.

### **A MISSING CHILD (ie: UNACCOUNTED FOR just after 3.15p.m.)**

Obviously we prioritise the safety of your child so if, at the end of a school day, we cannot locate a child who has been in school we will endeavour to determine the whereabouts of the child, including school searches and emergency phoning.

If we are unable to confirm the safety of the child, the **POLICE WILL BE NOTIFIED** of a **MISSING CHILD** and responsibility passes to them to searching for the child. **Therefore it is vital that YOU remember to let us know** as you will not want to waste police time if you have collected them and forgotten to tell us

### **BEHAVIOUR EXPECTATIONS**

Good manners and behaviour are actively encouraged at the Club. If any child disrupts the Club or causes nuisance, eg: bullying, being rude, racist or generally badly behaved, and does not respond to reasonable attempts of correction, we reserve the right to withdraw their place, immediately and with no warning, for either 1 day, a week, a fixed period of time, or permanently, at the Manager's discretion.

### **SAFEGUARDING and CHILD PROTECTION**

Our Club believes that children have the right to feel completely secure from both the fear and reality of abuse, and in accordance with the law, we are required to report any suspicions of child abuse to 'The Bradford Partnership-Working together to Safeguard Children.'

If you have any questions or concerns then please contact our Manager, Mrs Heather Searle, who will be happy to discuss our Safeguarding and Child Protection policies and procedures with you, and answer any queries.

## HEALTH MATTERS

The Club **cannot** care for sick children and will not admit an ill child arriving at the Club during a morning session, and any child who becomes ill during an afternoon session will be reunited with their parent / carer at the earliest opportunity. Minimum exclusion periods following an illness must be adhered to in order to safeguard the health and well-being of everyone in the Club. This includes a period of **48 hours away** from the Club and school **AFTER any LAST EPISODE of vomiting / diarrhoea.** (*This is an Environmental Health requirement.*) **Please do NOT bring them in to Care Club if they have been sick / ill during the night, even if they seem to be fully restored at breakfast time.**

## FOOD

Cereal will be provided upto 8.15am at a **morning** session.

During **afternoon** sessions all children attending will be able to bring a snack from home to eat at the start of the session. Please pack in a named lunchbox with **NO SINGLE-USE PLASTIC/CARD PACKAGING. DO NOT INCLUDE ANY SWEETS/CHOCOLATE, NO NUTS/NUT PRODUCTS, NO KIWI FRUIT, NO SESAME SEEDS, NO SHELLFISH, NO LENTILS** – as we have several children in Care Club with severe allergies who must not be near these food items or their dust / residue.

Please avoid foodstuffs which may 'go off' during the length of the school day

We endorse and promote healthy food choices but it may be useful to note that although we do not routinely give sweets, chocolate or fizzy drinks, very occasionally as a treat they MAY be used at a special themed activity/party, and likewise we MAY use sweets etc., (but NEVER NUTS) to decorate iced biscuits, buns, baking etc., in food activities for a special indulgence. (Eg: a chocolate button on a cupcake.)

## BELONGINGS

**PLEASE NAME ALL BELONGINGS INCLUDING CLOTHES, SHOES, LUNCHBOXES, WATER BOTTLES, MUSICAL INSTRUMENTS AND EVERYTHING ELSE YOUR CHILD TAKES TO SCHOOL.**

*If all else fails -use a biro to write in a name label at the last minute. That expensive school jumper you bought might just make it back home with its rightful owner!*

**TOP TIP: WE SOMETIMES GET MESSY – inside and outside!** It is a good idea to have extra sets of spare clean uniform items at home for the following day if your child often comes to play at Care Club. We do our best to protect uniform from messy play but some is inevitable! PLEASE DON'T EXPECT YOUR CHILD TO COME HOME WITH A PRISTINE UNIFORM AT THE END OF EVERY DAY!

### **No toys from home to play with please**

**Please do not allow your child to bring their own toys and such items to Care Club (unless by special arrangement with us.)** We have a wide variety of play equipment, so please encourage your child to **save their own toys for special playtimes in their own home** where they cannot get lost / broken, and come to see what we have 'on offer' each day! **This encourages sharing and is great practice for enhancing SOCIAL SKILLS.**

**Children's Mobile phones and any e-smart devices which can take photos, send/receive messages. THESE MUST NOT BE USED WHILST AT CARE CLUB, OR IN TRANSITION BETWEEN CARE CLUB AND SCHOOL. THEY MUST BE HANDED IN TO A MEMBER OF CARE CLUB STAFF FOR SAFEKEEPING**

This is to safeguard the children in our care and to comply with GDPR. This includes children's mobile phones and any other devices, including smart watches which can take photos and/or send/receive messages.

We will store them until it is time for the child to leave (**NOT TO BE KEPT IN A SCHOOLBAG OR POCKET**) If a child thinks they may need to contact a parent during Care Club time, they can ask a Playleader who will be able to help via our landline phone if necessary.

If you need to send a message to your child whilst he/she is at Care Club, please use the Care Club landline on 01943 883927.

**PARENTS / OTHER ADULTS** are requested to NOT use a mobile phone in Care Club and / or take photos due to potential Safeguarding and Data Protection issues.

### **DVD's/FILMS**

Only DVD's with a rating of 'U' or 'PG' (where a member of staff will have pre-assessed the content as suitable for viewing by the ages attending) will be shown. We may decide to invite only older children to watch any particular 'PG' rated film.

**Parents are asked to speak to the Manager if there are any concerns regarding this practice.**

### **PHOTOS, MINI-ALBUMS, BOOKS AND DISPLAYS**

From time to time we may take photographs of groups of children playing to be used in books, mini-albums and displays, and they sometimes enjoy looking back through them. This means that children are likely to feature in other children's mini-albums too. This is standard practice across most schools and childcare settings but some families may have valid reasons why they do not wish for their child's image to be shared in this way.

Occasionally the media take photos for publication in local newspapers, etc., for publicity purposes, or staff undergoing training courses may wish to illustrate their training portfolio with photos of them working and playing together with the children, and we ask your permission for your child to be included if the occasion should arise.

Movie clips too are occasionally taken to show back within the club.

Whilst we ask that YOU do NOT take photos yourself inside Care Club (due to safeguarding and data protection policies), we welcome you to look at the photos of the children in the Club that we sometimes take and display here so that you can see what has been happening in your child's play time whilst they have been with us. All too often activities may have been cleared away by the time you arrive to collect them in an afternoon, and in a morning of course we take them straight into school, so do chat to staff about what your child has been doing – we are delighted to share these memories with you. Sometimes we have photographs of recent play activities on a portable display board on a side table on a few occasions such as at the new parents evening in the summer term when we attend to answer questions to new families, or on Open Days. We will always be in attendance at these events alongside the photos (no names.)

We take care to ensure this practice complies with our privacy notice and will not share any photos further than this without your permission.

To help the children feel comfortable, welcome and specially valued in our Club, they help us to illustrate a variety of displays within the Care Club playrooms such as a year full of birthdays for all Club members so we can celebrate with them near the time and often help them to work out how long they have to wait for their next celebration! Another example is artwork with their names and ages may be on display from time to time, but again, these will only be within Care Club.

Consent is required at registration for use of photographs in Care Club.

### **COMPLAINTS PROCEDURE**

If any parent / carer should have cause for complaint we ask in the first instance for them to speak to the Club Manager who will make every effort to resolve the matter according to our Complaints Procedure (fully detailed in our Club Handbook). The Manager will aim to acknowledge receipt of the complaint within 3 working days and resolve it if at all possible within a maximum of 15 working days.

The Manager will ensure the complaint is recorded on the Complaints Record Sheet.

If the matter cannot be resolved to the parent / carer's satisfaction then they have the right to raise the matter with the school governors or OFSTED.

Ofsted may be contacted at the following address:

Ofsted, Piccadilly Gate Store Street Manchester M1 2WD

### **REVIEW OF POLICIES AND PROCEDURES**

As we are continually monitoring and evolving our childcare service there will inevitably be modifications to our working practice from time to time and relevant additions / changes, etc., will be publicized to users of our service through notices via email, our noticeboard, newsletters, etc. Continued use of our service will assume that parents / carers accept these.



We hope that your child will be very happy with us at MPS Care Club and enjoy the facilities we offer. We warmly welcome you to talk with staff about the play experiences of your child whilst he / she is with us, especially as activities may be tidied away by the time you collect him or her in an afternoon, or may not be fully out for you to see on a morning session.

The Club adheres to working Policies documents and Procedures which the Manager will be very happy to discuss with you upon request. If you require any further information please do not hesitate to contact us.