

So He Cares

**OUR TERMS AND CONDITIONS**

To ensure we run our clubs to the highest standard, we have Terms and Conditions to ensure ALL parents know and understand their responsibilities.

**Childcare Tax Credit Scheme** SHC after school club will co-operate with the Inland Revenue in verifying all claims made under the childcare element of the Working Tax Credits Scheme.

**Registration Form**

All sections of the registration form need to be completed, including full contact details for parent/s and one other contact in case of emergency.

It is your responsibility to tell us of any changes to your contact details or any information concerning your child.

All registration forms are charged at £20 each.

**Bookings**

**After School**

After School bookings are generally made on an ongoing basis. Once a regular booking has been confirmed, your child will be booked in for the same day/s each week. If we have availability, sessions may be booked on an 'ad hoc' basis, or for a limited period. If sessions are booked on an ongoing basis they are confirmed sessions until we receive 4 weeks written notice that these sessions are no longer required. Ad hoc sessions and sessions booked for a limited period are confirmed bookings and are not subject to change.

**Waiting List**

All bookings are accepted on a first come, first served basis. If we have a waiting list for a particular day then the child's name and date they booked are added to the waiting list. When a space becomes available the person at the top of the list will be contacted first. If your child is on the waiting list we will contact you regularly to let you know your position on the list.

**Closure Due to Adverse Weather**

No refunds will be provided if we are not able to open the After School Club due to a reason that is beyond our control. If we are not able to open a for any reason, a full refund will be given. If the Club is open, but you choose not to send your child, you will still be required to pay.

**Cancellation Policy**

When you make a booking with us, your booking is a ‘contract’.  As the contract is to provide ‘leisure services’ where we agree to provide the service on a specific date or within a specific period it is not covered by the Consumer Protection (Distance Selling) Regulations which often applies to online and telephone transactions.

Our cancellation policy is:

**After School Clubs**

Four weeks written notice is required to permanently cancel a session. This notice may be provided as an email, by letter or by asking the club supervisor to complete a cancellation form for you.

Individual sessions cannot be cancelled, even with four weeks notice.

Days cannot be swapped. Additional sessions can be booked providing there are spaces available.

**Non-attendance**

**After School Club**

If your child is not attending the club on their usual day you must [contact the club](http://www.classoftheirown.com/contact/index.php) to inform the staff prior to 3.15pm.

 **Payment**

**After School Invoices**

All After School Club invoices are due for payment 1 weeks after the start of term. Please ensure you pay on time.

If you build up a debt without making any provision with us to pay it, we reserve the right to exclude your child/ren from our club. We will also share this information with the school.

**Late Pick Ups**

**After School Club**

Please ensure you arrive to collect your child promptly and are ready to leave before the end of the session.

If you are running late, please contact the club directly so that arrangements can be made for staff to stay on site with your child.

We need to retain two members of staff on site with any uncollected children. We therefore have a late collection fee to cover their additional hours. The late fee is £7.50 for the first 15 minutes, and 55p a minute thereafter.

We reserve the right to exclude children from our club if they are consistently collected after the club's closing time.

Children who will leave the club on their own must sign a written consent from their respected parents and must be aged 11 and over.

Parents/carers will not be allowed into club. Open days will be held to provide parents/carers the opportunity to join their children at club, on a scheduled day

**Lost Property**

We advise that children leave their own toys at home, Children are responsible for their belongings.

**Cancellation of Trips**

If we have to cancel a trip for any reason we will give you a full refund for the trip or give you the option to go on another day.

**Complaints Policy**

Complaints are rare but when they do happen we take it very seriously. The Directors will respond to any complaint within 24 hours and will give you a written outcome to the complaint within 72 hours. If for any reason the response time is going to be different we will inform you of when you will be notified.

**Sickness policy**

Any child who has suffered from diarrhea, sickness, high temperature/fever or conjunctivitis must be kept away from the club for a period of 48 hours after such condition has ceased.

Any child suffering from head lice must be kept away from the club until the hair has been fully treated and cleared.

Should any child suffer from any of the above whilst at the club, the staff will contact and ask the parent/carer to come and collect the child as soon as possible.

Grounds for Exclusion

• Persistent poor behavior on the part of the child (which includes, but is not limited to, bullying, verbal abuse, physical violence, fighting, racial incidents, defiance, rudeness to others, dishonesty, disobedience and deliberate damage to property), or non-persistent incidents of particularly serious behavior (for example which endangers children or staff)

• The staff will record poor behavior in the incident book. Three recorded incidents may result in a temporary or permanent exclusion at the discretion of the Club manager.

• Where a parent/carer is in breach of any of our terms and conditions. Refunds will not be made if children are excluded on the grounds set out above. Reservation of Rights The after school/holiday club reserve the right to exclude a child or family from attending the club or to refuse to accept a registration. The after school/holiday club reserve the right to close the club on the grounds of staff shortage, unavailability of facilities, or any other reason which in its reasonable opinion necessitates closure.

Reasonable notice will be given where possible. The after school/holiday club reserve the right to change these terms and conditions at any time and will give written notice of such changes to parents / carers.

Legal: Waivers, Exclusions, Jurisdiction

No failure or delay by the after school club in exercising any of its rights or remedies shall prejudice or affect its ability to do so unless it has provided a specific waiver or release in writing.

These terms and conditions are governed by English law and subject to the jurisdiction of the courts if England and Wales.

SHC school club shall not be liable for any direct or indirect loss suffered by parents / carers as a result of club closures under the terms of the agreement, including but not limited to loss of profits, increased costs or expenses or wasted expenditure.

SHC school club accepts no liability for the administration of medicine in accordance with parents / carers written instructions. Medicines will not be administered in the absence of written instructions.

SHC club accepts no liability for loss or damage (including consequential loss) to property brought to club premises caused by the actions of children or third parties or for accidental damage caused by club staff.

SHC club accepts no responsibility for injury caused from pre-existing medical conditions which are not notified to the club.