

## Hayes Primary School Terms & Conditions Academic Year 2023-24

Please read these Terms and Conditions, complete and sign below and return to the Club Leader/School Office. Once returned the Club Leader will be able confirm your child's space, and assign you to the correct payment item on ParentPay, where you will be able to book and pay for your required sessions.

### Contact Details

Breakfast Club: [breakfastclub@hayes-pri.bromley.sch.uk](mailto:breakfastclub@hayes-pri.bromley.sch.uk) Tel: 07599 214077

After School Club: [afterschoolclub@hayes-pri.bromley.sch.uk](mailto:afterschoolclub@hayes-pri.bromley.sch.uk) Tel: 07599 214077

Credit Control: [creditcontrol@springpartnership.co.uk](mailto:creditcontrol@springpartnership.co.uk)

The clubs will run concurrently with published term dates (excluding INSET days), which can be found on our website. They are run for the exclusive use of children attending Hayes Primary School. Employees of Hayes Primary School will staff our Breakfast and After School Clubs unless there is a staffing shortfall when we may use supply staff.

The clubs are held in the small and the tri-zone.

### Breakfast Club (7.45am – 8.50am)

During each Breakfast Club session, children will be provided with a breakfast consisting of cereal and a fruit, or toast/crumpet/muffin and a fruit. To receive breakfast children must arrive before 08:00am. There will also be a range of activities to engage them.

### After School Club (3.10pm – 6.00pm)

After School Club, children will be provided with a snack and a range of activities to engage them. With use of our school resources and equipment including ICT, sports, art, we are able to provide a range of fun group and independent activities including homework time. As this is primarily a play facility, children will be encouraged to do their homework when appropriate but the choice will be theirs to make.

Upon collection from After School Club, children are to be signed out by whoever is collecting them.

If you are unable to collect your child, please let us know the name of the person who will be collecting them by calling the After School Club Team.

### Medical Information and contact details

The clubs will use the medical and contact details held in school and those that have been disclosed on the registration form. Please inform us of any changes to this information.

### Behaviour

Our clubs expect the same behaviour from children as we do during the normal school day, rewards and sanctions will be issued for behaviour. We would also like to remind you that if a child does not follow the high expectations of behaviour, they would be asked to leave the club either temporarily or permanently. We will inform you if this occurs.

### Grounds for Exclusion

Persistent poor behaviour 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, disobedience and deliberate damage to property) or non-persistent incidents of particularly serious behaviour (for example which endangers children or staff) will be recorded in the Incident Book. Three recorded incidents may result in a temporary or permanent exclusion at the discretion of the Head of School or Deputy Head.

### Contract Fees

Breakfast Club - £6.50 per session  
After School Club - £13.00 per session

### Contract Booking & Payment

The booking procedure is as follows –

1. Contact the club leader by email to check that there is space on the days that you require
2. Once you have received confirmation from the Club Leader please log onto ParentPay and book your sessions. All bookings must be received within the designated booking windows –

Term	Term Dates	Booking Window Opens	Booking Window Closes
Autumn Term 1	4/9/23 – 13/10/23	5 <sup>th</sup> June 2023	24 <sup>th</sup> August 2023
Autumn Term 2	30/10/23 – 19/12/23	4 <sup>th</sup> September 2023	6 <sup>th</sup> October 2023
Spring Term 1	4/1/24 – 9/2/24	30 <sup>th</sup> October 2023	12 <sup>th</sup> December 2023
Spring Term 2	20/2/24 – 28/3/24	4 <sup>th</sup> January 2024	2 <sup>nd</sup> February 2024
Summer Term 1	15/4/24 – 24/5/24	20 <sup>th</sup> February 2024	22 <sup>nd</sup> March 2024
Summer Term 2	3/6/24 – 24/7/24	15 <sup>th</sup> April 2024	17 <sup>th</sup> May 2024

All fees are to be paid by ParentPay only. You will be given the option to pay in advance in either full or in two half-termly instalments. Childcare vouchers can be used as full or part payment. If you would like to pay by Childcare Vouchers then please forward the confirmation you receive from the Childcare Voucher provider (or a screenshot) to [creditcontrol@springpartnership.co.uk](mailto:creditcontrol@springpartnership.co.uk) stating the school your child attends, the club you are paying for, the full name of your child and the class name.

Any unpaid debt will be referred to our solicitors for recovery. The incurred cost of this will be added onto your outstanding debt.

If you are unable to adhere to the above terms, please contact [creditcontrol@springpartnership.co.uk](mailto:creditcontrol@springpartnership.co.uk) to arrange a suitable payment plan prior to your child starting the club. **Failure to pay in advance or negotiate a payment plan will result in your child's place being suspended.**

### Waiting List

Our Breakfast and After School Club are very popular which means we sometimes need to operate a waiting list. The Club Leader will advise you accordingly.

If you no longer require a space at the club, please advise the Club Leader as soon as possible so that we can pass your space onto a child on the waiting list.

### Ad hoc Fees

Breakfast Club - £7.50 per session  
After School Club - £15.00 per session

Ad hoc sessions must be agreed at least 24 hours prior to the required date and are NOT guaranteed. Please e-mail the relevant club to check availability for your child on your required date. Confirmation of your child's place is when you have received confirmation from the Club Leader; alternatively, you may complete an Ad hoc form and hand it to the Club Leader or School Office.

**Payment MUST be made in advance via ParentPay to secure your child's place.** To cancel we require a 48-hour period, no refunds will be issued after this time.

Any unpaid debt will be referred to our solicitors for recovery. The incurred cost of this will be added onto your outstanding debt.

### Cancellation of Contract/Change of Days

Cancellation of a place or change of days request needs to be done in writing, giving at least one calendar months' notice. No verbal cancellation or changes will be accepted. Failure in doing so will result in you being charged.

#### **Late collections from After School Club**

It is the responsibility of all parents/carers to collect their child/children promptly by the end of the session at 6.00pm.

We understand that sometimes a late collection is unavoidable; if you are delayed for any reason, please contact the After School Club on 07599 214077

The After School Club will record all incidents of late collection and any regular late collections at the discretion of the Head Teacher will result in the provision being withdrawn.

#### **Penalties for Late Collection**

Staffing ratios must be maintained at all times. If a child is collected late this leads to staff needing to stay beyond the end of their normal working hours; this incurs a cost, which will be passed onto parents at the following rates:

- 1-5 minutes late – there will be a charge of £10.00
- 6-10 minutes late – there will be a charge of £20.00
- Over 10 minutes late – there will be a charge of £30.00

If you are more than 30 minutes late for collection and have not let the After School Club team know then we will follow protocol and contact Social Services and the Police.

#### **Absence**

##### **Breakfast Club**

If you know that your child/children are not going to attend Breakfast Club, you must either contact the club via email or leave a message at the School Office via telephone or email.

**Please note that the normal session charges will still apply.**

##### **After School Club**

If your child is present at school but you do not require the After School Club provision, please contact the club or School Office in order for us to maintain our attendance records and staffing levels. **Please note that normal charges will still apply.**

#### **Complaints Policy**

If you have any suggestions regarding our Breakfast and After School provision, please let us know. In the unlikely event that you need to complain about our services, please ask for our formal complaints procedure.

#### **Indemnities, Warranties and Liabilities**

Breakfast and After School club run under the same indemnities, warranties and liabilities as the school.

#### **Reservation of Rights**

The Breakfast and After School Clubs reserve the right to exclude a child or family from attending either club or to refuse to accept a registration. Both Breakfast and After School Club reserve the right to close 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 Breakfast and After School Clubs reserve the right to charge 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 Breakfast or After School Clubs in exercising any of their rights or remedies shall prejudice or affect its ability to do so unless they have 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 in England and Wales. The Breakfast and After School Clubs shall not be liable for any direct or indirect loss suffered by parents/carers because of

club closures under the terms of the agreement, including but not limited to loss of profits, increased costs or expenses or wasted expenditure. The Breakfast and After School Clubs accept 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. The Breakfast and After School Clubs accept 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. The Breakfast and After School Clubs accept no responsibility for injury caused from pre-existing medical conditions, which are not notified to the club.

**Once you have read these Terms and Conditions, please complete and sign below and return to the Club Leader/School Office.**

Kind regards,

S Howell  
Head Teacher

Hayes Primary School  
A Spring Partnership Trust School

Child/children's name(s): .....

Parent/carer (print name): .....

Signed: .....

Date: .....