

Dane Royd Extended Provision

Terms and conditions



These Terms and Conditions relate to the Dane Royd Extended Provision

Parents/carers must sign and date the registration form on completion agreeing to these terms and conditions. Registration forms must be completed in full before your child can be allocated a place.

Parents/carers must ensure all details on the registration form are accurate and up-to-date. Any changes must be made in writing to Mrs C Beddard, Extended Provision Manager. The Extended Provision childcare operates term-time on school days from 7.30am until school begins at 8.50am and from the end of the school day at 3.20pm until 6.00pm.

Arrivals and Departures of Children

A register is taken for children on arrival. Children only become the responsibility of the Extended Provision once the child has entered the building. An authorised adult (over 16) must sign the attendee out of the Extended Provision childcare at the end of their session. Parents/carers must inform staff if any adult other than the known parent or carer will be collecting the child. Children will not be permitted to leave with an adult unknown to staff. In the event of a person unknown to staff or someone who was not expected arriving to collect the child, the parent/carer/emergency contact will be contacted. In cases of parental separation, when one parent is denied the right to collect the child by a court order this will be upheld by staff.

Fees

Invoices are issued by Wakefield Council confirming your booking period and amount due for that period. Payment details are on the reverse of your invoice. Childcare vouchers are also accepted as payment by quoting your invoice number and by informing your childcare voucher provider with the amount of the invoice to be paid.

The Extended Provision childcare reserve the right to refuse any child entry until payment is made.

Once your child has been allocated a place you must give four weeks term time notice to cancel this agreement. Any session within the notice period must be paid in full. The extended school services is additional care outside normal school hours. The Extended Provision childcare's policies and procedures reflect the school policies and procedures available on the school website.

There can be no reduction for absences as costs are still incurred.

Late collection

It is extremely important that children are collected **on time** from the Extended Provision childcare. **The Extended Provision finishes promptly at 6pm.** Late collection can cause distress to the child concerned and poses the problem of staff having to remain on-site to care for children after the Extended Provision childcare has closed.

Please be aware that late collection after this time will incur a charge equal to the maximum hourly rate for each quarter of an hour (or part). This will be added to your next invoice for placeholders or paid on collection for ad hoc users. Persistent late collection or failure to pay any penalty may result in the child's place being withdrawn.

Parents/carers are asked to notify/telephone in advance of late collection. If a child has not been collected 15 minutes after the expected time of collection, and the parent/carer has not made contact, we will attempt to contact you.

We will contact Social Care Direct if a child is left for more than 1 hour after the expected time of collection, and parent/carers have not made contact or been contactable.

Behaviour

The staff aim to provide a safe, stimulating and happy environment for all children. The extended school's staff reserves the right to exclude any child whose behaviour is disruptive, following the school's behaviour policy.

Illnesses

Staff will only be able to administer medicine if a form has been completed and signed. Children must not attend if they would normally be regarded as unfit for school due to illness or injury. If a child becomes ill during a session every attempt will be made to contact you or an emergency contact on your child's registration form to arrange collection and will be cared for until that time.

In case of minor accident, first aid will be administered. (Staff have Paediatric First Aid qualifications). In a case requiring more than basic first aid, every attempt will be made to contact you or an emergency contact on our records to advise or discuss the action to be taken. An accident book will be maintained by the Extended Provision childcare in which details will be entered. The person collecting the child will be required to sign the book to indicate that they have been informed of an accident involving your child.

Complaints procedures

We will endeavour to provide a high quality service for children and will seek feedback from parents/carers from time to time, if you have any concerns please speak to the Extended Provision Manager or Extended Provision childcare staff.

Staff performance is reviewed regularly. However, from time to time a parent or child may feel that they have a complaint against some aspect of the setting, or an individual member of staff. Usually it should be possible to resolve any problems as they occur.

The staff will ensure that the views of parents are actively sought and valued, but if difficulties do arise, please contact the Extended Provision Manager who will endeavour to bring all parties together in an attempt to rectify the problems before they develop further.

If for any reason the concern cannot be addressed then you should contact the Headteacher who will be pleased to arrange an appointment with you. The Headteacher will also be able to give you information about the Governing Body's procedure for handling complaints. Ofsted's contact details can be found on the school website.