



Afterschool Club Terms and conditions 2020

Fees

Fees are invoiced half termly in advance. If an invoice has not been paid in full before your child's first session of each half term we will not be able to offer their session and collect them from school until payment has been made, you will be charged for any missed sessions due to late payment. Fees can be paid for by childcare vouchers or BACS. Current charges are as follows:

£6 per hour. Currently we are accepting bookings for the whole session only due to the high demand for places. You are of course welcome to collect your child earlier but will be charged for the full 2 hours.

Changes in hours

Where possible we will accommodate increases in hours as quickly as staffing allows. For a reduction in hours we require 6 weeks' written notice. You are of course able to reduce when your child attends but due to staffing rotas you will still be invoiced for hours until the notice period expires.

Playschool closure

For planned closures we will not make a charge for your child's normal hours, this includes bank holidays. For unplanned closures for instance due to adverse weather, public health closures or issues with safety in opening the building normal charges will apply.

Bank holidays

The playschool does not open on bank holidays. You will not be charged for these days even if it is your child's normal day to attend.

Holidays and absences.

We are unable to waive fees for absences because in order to preserve your child's place our overheads remain the same

Notice.

If you wish to cancel your child's place at playschool, six weeks written notice is required.

Late pick up

If you are going to be late to collect your child we ask that you telephone as us soon as possible. The management reserve the right to charge a late collection fee which will reflect actual costs incurred.

Behaviour

We expect high standards of behaviour from all the children in our care, bullying is not tolerated at Chalke Valley Playschool. In the event of poor behaviour including undesirable language, aggressive or destructive behaviour the child will be spoken to and parents made aware of the situation. Repeated incidents will result in the child's place being terminated.

Personal Belongings

Children are discouraged from bringing toys and electronics into playschool, for safeguarding purposes any phones, tablets etc will be locked in the office until the end of the session.

Health & Medication

Please see our full medication and sickness policies available on our website.

Waiting List

For subsequent terms we will assume you require the place unless written notice has been given for your place. New places will be allocated on a first come first served basis. If you would like your child's name to be placed on the waiting list for a specific session please let a member of staff know.

AD HOC sessions

We will accommodate ad hoc sessions for registered children where possible, these need to be booked and paid for in advance. Availability is very limited due to staffing ratios.

Complaints

Please see our website for our full complaints procedure.

