# PARENTS' INFORMATION (TERMS AND CONDITIONS)

# Registration

For the safety and wellbeing of your child we can only accept bookings for children who have been registered using our registration form. Copies of this form can be downloaded from the school website or via the Red Kite Club email redkiteclub@ridgeway.oxo.sch.uk. You can register with no obligation on you to book any sessions or on us to accept bookings for specific dates. Any changes to the registration form must be sent to us promptly as well as any information we need to know to ensure your child's well-being. The Ridgeway Red Kites Club is GDPR compliant.

Our Red Kites Club Manager is Anna Cassidy who can be contacted at redkiteclub@ridgeway.oxon.sch.uk.

**Confirmed Booking**

A booking will be considered confirmed when it appears in the School Money system. A confirmed booking is a contract between you and The Ridgeway Red Kites for the supply of childcare and the following terms and conditions apply. Bookings are subject to our booking terms and conditions at the time you book (available on the school’s web site and in the start-up pack). We will use the School Money system to administer bookings where possible to reduce our administration overhead.

We offer the following flexible booking and payment options,

# Termly Bookings – half termly payments

Parents are invited to book Termly sessions 3 times a year at the end of the Autumn, Spring and Summer terms for the following term. The Termly bookings are made on the School Money system which is open for 3 weeks prior to the end of term. Confirmed Termly bookings are those made on School Money within this 3 weeks period. Once the booking appears on School Money it is confirmed and must be paid for as it guarantees your child's place for the sessions booked. Payment should then be made within 10 days of the start of each half term\*\* when the school money system opens for payments. A half terms notice is required to cancel or change a confirmed Termly booking.

# Ad Hoc Bookings – payment on booking

"Ad-hoc" bookings may be made on School Money up to 11pm the night before the required session. Once booked in School Money the booking is confirmed and must be paid for even if you subsequently change your mind. Payment should be made via the School Money System at the time of booking. For emergency same day bookings you can email or text the Red Kites club manager who can advise if space is available. We request that payment for these sessions is made within 24 hours of your request.

# Yearly bookings – Monthly payments

These bookings are requested by parents in June/July before the beginning of the following school year and reserve the child’s place for the whole of the school year. These bookings are invoiced in August and payment is due as shown on the invoice. This is normally on the 1st of each month September to July. A half terms notice is required to change or cancel bookings, to ensure all payments are recalculated to correctly reflect the new bookings. These bookings are managed on School Money by the Red Kites club manager.

# Payment

We currently accept payment by childcare vouchers and the School Money System, or Monthly by Bank Transfer.

# Refunds

We are not able to issue refunds if you change your mind or your child is unable to attend any confirmed booking. You also remain liable for the payment of any bookings made in the School Money system. If you wish to change the date of the session you have booked, this will be entirely at our discretion and subject to the availability of spaces. If we are unable to run a session because the school is closed un-expectedly, or in other exceptional circumstances, we will issue a credit within the School Money System. This is the limit of our liability. If there are extenuating circumstances where you feel a refund should be considered please submit your request in writing to the school office for the attention of the Ridgeway Governors Finance Committee for their confidential consideration.

# Late Collection

We reserve the right to charge you an extra £10 for each child collected more than 15 minutes after a session ends. The late collection charges is to cover the additional staff costs incurred if staff are unable to leave on time.

# Late Payment

We will charge you a £10 administration fee if you do not pay within 10 days of the start of half term for termly booking. Ad hoc bookings in School Money will not be valid unless they are paid at the time of booking. Yearly bookings are to be paid for on a monthly basis and we reserve the right to apply a late payment charge for missed monthly payments. The late payment charge is to cover the additional administration that late payments create.

# Illness

If your child is not well enough to attend school, they are not well enough to attend the club. If children attend who are unwell, or become unwell, we will ask you to collect them straight away. Any absence due to illness cannot be refunded as we have the same overheads.

# Safeguarding

We care about the safety and well-being of all the children in our care so we take our safeguarding and child protection responsibilities seriously. These include reporting any serious concerns about a child's safety or well-being to the appropriate authorities. This is a legal duty of all childcare providers. Safeguarding and child protection good practice is incorporated in our policies and procedures which are always available for parents to read at the club. Any queries please contact our Safeguarding Lead, Mrs Anna Cassidy.

# Behaviour

If your child's behaviour is disruptive to the club, we will discuss this with you and how we can address behaviour issues together. However, persistent bad behaviour may result in temporary exclusion or loss of a place at the club.

# Complaints

If you have any concerns about the quality of our childcare, please talk to our Play Leader, Mrs Anna Cassidy or follow the complaints procedure in the schools parents' handbook.

**Pricing Structure** from 1st January 2021

Breakfast club 7:30 to 8:40 £7.50 per session

After School Club 1500 to 1800 £15.00 per session

\*\* There are 3 Full Terms per school year Autumn, Spring and Summer, these are split up by the major school holidays Christmas, Easter and Summer. Each of these Full Terms is split by a week’s holiday to make 2 half terms. The start and end dates for the Full and Half terms can be found on the school website under the Parents section.

 http://www.ridgeway-ce-primary.moonfruit.com/term-dates/4590673540