

WRAP AROUND CARE TERMS AND CONDITIONS

Updated October 2023

Before we can accept your booking, you must read and agree to the following terms and conditions of our wrap around care.

- Your child must be registered with North Worcester Primary Academy before bookings are made, even if you only intend to use wrap occasionally.
- Registration and Booking Forms are available from the school office.
- To guarantee a booking, places need to be booked through the school office in advance. It is preferable to make all bookings in advance using the monthly booking form & ParentPay. Children may only attend wrap around care when they have had official communications from school confirming a place.
- Ad-hoc bookings will only be facilitated if possible; this will be governed by staffing levels.
- Once care is booked and confirmed any changes to that care will be chargeable as additional sessions. All sessions will still need to be paid for in a timely manner otherwise a £10.00 admin fee will be chargeable.
- A minimum of 48 hours' notice must be given to cancel a pre-booked session, otherwise the full rate will be charged. Exceptional circumstances for short notice cancellation may be considered at the discretion of the school.
- No refunds will be made if wrap around care is forced to close due to extreme weather conditions or circumstances beyond our control.
- No refunds will be made for pupils attending school trips or school residential courses.
- Where your child attends an after-school club and attends wrap afterwards your wrap fees will be charged from 3pm until the end of your booked session. This is because we have to hold the space in wrap for your child and have staff available for your child when they join wrap after their club.
- You must inform the school office in writing if anyone else other than those listed on your child's school record will be collecting your child.
- Parents must inform the school office of any change of address, contact phone numbers or changes in medical conditions.
- In an emergency, trained staff will administer first aid, and accompany the child to hospital until parents / carers can take over.
- Staff will administer medicine such as those provided for asthma, diabetics and epi-pens if needed. Staff will administer all prescription and non-prescription drugs in accordance with the department of education guidelines i.e. Supporting Pupils at School with Medical Conditions and Managing Medicines in Schools and Early Years Settings, providing the correct consent form has been completed in advance.
- Children who are ill must not attend wrap and in the event of sickness or diarrhoea must be off for 48 hours after the sickness and diarrhoea has finished - no refunds will be made.
- If your child is unwell whilst at wrap, staff will contact you to collect your child. Once

again, no refunds will be made.

- If your child is unable to attend a session no refunds will be made. Please ensure you ring in and inform staff of this.
- Pick up for all children will be from the designated pick up point only. All children will need to be signed out.
- Please do not arrive late to collect your child. Children can become distressed if they think they have been forgotten. If lateness is unavoidable, please telephone the wrap emergency phone on 07435 217417. If your child stays into the next session by 5 mins, without a call regarding lateness, the fee for that session will apply.
- Parents who are late collecting their child after 6pm will incur a charge of £5.00 per 15 mins, except in exceptional recognised circumstances.
- The school may have to contact the Police/ or Children's Services if a child is left for more than 45 minutes without prior consent and ALL emergency contact numbers have failed to establish a link with family / carers.
- Any concerns re wrap around care should be referred to the school office.
- Should you wish to make a formal complaint about the care received please follow the school's complaints policy and procedures.
- All behaviour issues will be dealt with in line with the school's behaviour policy. Should the need arise, issues with children will be brought to the attention of their parents and the school office. If the issue cannot be resolved satisfactorily then in exceptional circumstances a child may be asked to leave. No refund will be made if this is the case.
- Equally if a parent / carer is aggressive or rude to staff or other children, this behaviour will not be tolerated. Wrap reserves the right to withdraw its services. No refund will be issued.
- All children will be registered on arrival to wrap. If you know your child won't be attending for any reason please inform us. A lot of time is spent chasing children who don't turn up.
- Wrap around care will adhere to all NWPA policies along with relevant legislation such as: Disability Discrimination Act, Sex Discrimination Act, Children's Act, Data Protection Act and other school policies and procedures.
- Wrap around care cannot accept responsibility for the loss or damage of any child's belongings. Please do not send your child with expensive watches, toys etc.
- All mobile phones must be handed to staff on the child's arrival. Once again staff cannot take responsibility for damaged or lost items.
- The school has the right to change the Terms and Conditions as needed. A copy of the current conditions will be displayed on the school website.

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Booking and Payment Options

- To secure your place a booking form must be received in advance by the booking deadline of the 15th of the month for the following month. There are two booking and payment options:
 1. If you are paying by childcare vouchers schemes which includes the government's Childcare Choices scheme, complete a paper/ digital booking form available on our website or in the school office. Ensure that you complete the childcare voucher payment details on the form. Forms will not be accepted without the payment information and a **payment made via your voucher scheme at the time of booking.**
 2. If you pay for wrap directly (credit/debit card or BACS), book your sessions directly on ParentPay. **Ensure that you pay for your sessions at the point of booking.** (Be aware that if you do not pay at this point, your bookings are cancelled).
- Payment must be made within 7 days of a reminder being issued. An administration charge of £10.00 will be added onto overdue accounts and further use of the club may be restricted until the debt is cleared.

WRAP AROUND CARE PARENT CONFIRMATION

Updated October 2023

Child's name

Class

I confirm that I have read and understood the terms and conditions of North Worcester Primary Academy's wrap around care. I confirm that I will abide by the terms and conditions and understand that these will be subject to review as and when required.

Signed Parent / Carer

Date

Please return this slip to NWPA school office