

WRAP AROUND CARE TERMS AND CONDITIONS

Updated September 2025

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.
- All wrap is booked via ParentPay. All parents/ carers have a log in to ParentPay at the time of joining the primary school and/or pre-school.
- To guarantee a booking, places need to be booked via ParentPay in advance.
- Pupils may only attend wrap around care when they have either made and paid for a booking via ParentPay or had an official communication from the school office confirming a place.
- Ad-hoc bookings will only be facilitated if possible; this will be governed by staffing levels.
- All sessions must 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, after school clubs or school residential courses.
- If 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 may 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. No refunds will be made.

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- If your child is unable to attend a session no refunds will be made. Please ensure you call the school office and inform staff if your child has a booked place in wrap but will not be attending.
- 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 regarding wrap around care should be referred to the school office manager.
- Should you wish to make a formal complaint about the care received please follow the school's complaints policy and procedures which are available on our website.
- 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.
- 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 in wrap. 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.

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:

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Booking Wraparound Care if you pay using childcare vouchers:

- **Generate a childcare voucher** for the amount needed to cover your bookings. This needs to be done before booking the wrap sessions you want.
- **Send proof of the voucher payment** (e.g. screenshot or email) to nwpawrap@riverscofe.co.uk. Be sure to include your child's name and how you would like the money allocated e.g. breakfast club £20 and 5pm £30.
- We'll then **credit your ParentPay account** with the voucher amount and notify you once this is complete.
- Once credited, you can **book your sessions directly through ParentPay**, using the credited amount to pay for them.
- **All bookings must be made by the 15th of the month for the following month**, to allow us to plan staffing and food orders.

Booking Wraparound Care if you pay directly (not using vouchers):

- Please book and pay for your sessions via **ParentPay** as usual. All bookings must be completed by the 15th of the month for the following month.
- Please ensure payment is made within 20 minutes of booking—ParentPay will automatically cancel any unpaid bookings after this time.

Wrap accounts in debt

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 September 2025**

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 NWP school office