

WRAPAROUND CARE TERMS AND CONDITIONS

Updated June 2026

General Terms and Conditions

- 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.
- 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 drugs in accordance with the Department for 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 symptoms have stopped - 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.
- 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 minutes, 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 minutes, except in exceptional recognised circumstances.
- The school may have to contact the Police and/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 or the Headteacher.
- 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 their teacher. 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

Effective 15 August 2026 – Applies to all bookings from September 2026 onwards

- All bookings must be made by the **15th of the preceding month** for the following month.
-

Childcare Voucher Payments

- Parents using Government Childcare Vouchers or Tax-Free Childcare must ensure sufficient funds are available before making bookings.
- Voucher payments must be made (and proof sent to the wrap administrator via email) by the **10th of the preceding month** to allow time for processing.
- Send proof of the voucher payment (e.g. screenshot or email) to **nwpawrap@riverscofe.co.uk**, including your child's name and allocation (e.g. breakfast club £20 and 5pm £30).
- The school will credit your ParentPay account and notify you once complete.
- Once credited, bookings must still be completed by the **15th of the month**.

- Payments received after the 10th may not be processed in time for the booking deadline.
-

Direct Payments

- 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.
 - Payment must be made within **20 minutes of booking**, otherwise ParentPay will automatically cancel the sessions.
-

Late Bookings

- Bookings made between the **16th–20th** will incur a **£10 administration fee**.
 - Bookings made **after the 20th** will incur a **£20 administration fee**.
 - Late bookings are **not guaranteed** and are subject to staffing availability.
-

Attendance Without a Booking

- All children must have a confirmed booking to attend wrap around care.
 - If a child attends without a booking, a **£5 administration fee per session** will be charged **in addition to the session fee**.
 - The school reserves the right to refuse a place where admitting additional children would compromise safe staffing ratios or availability.
-

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.
 - Further use of the club may be **restricted until the debt is cleared**.
-

Exceptional Circumstances

- We recognise that genuine emergencies and exceptional circumstances can arise.
 - The school reserves the right to **waive charges at its discretion**.
 - Each request will be considered individually to ensure fairness and consistency.
-

WRAP AROUND CARE PARENT CONFIRMATION

Updated June 2026

All parents/carers please sign the below form to acknowledge receipt of these terms and conditions. Please use the link below or the QR code.

[Wrap Around Care Terms & Conditions: Parent/Carer Confirmation – Fill out form](#)

