

## KOOL KIDZ

### Terms of Business and Parent Information

---

Kool Kidz out of School Club is managed by Bonneygrove Primary School and is an additional service to provide quality childcare for children at Bonneygrove School.

To ensure that staff, parents and children can work together to achieve this we encourage signing an agreement between all three parties. Please see the attached Home-Club Agreement.

#### **Opening Times & Fee Structure**

Breakfast Club: 7.30 am - 8.40 am

After School Club: 3.15 pm - 6.00 pm

Please note that the club is unable to open before 7.30 am and will not open its' doors until this time. If parents are late collecting their children, a £5 fee will be charged for every 5 minutes (maximum £20) that they are late. The school premises are locked at 6.00 pm and therefore it is expected no parent arrives after this time. All late payment charges are to be paid in cash within 3 working days of the late collection date.

Please advise a member of staff as soon as possible if you are going to be late as this will enable our staff to prepare your child and organise their own late arrival home. **Anyone who regularly uses or abuses this will need to speak to the Manager and a discussion will take place regarding alternative arrangements.**

Where a phone call has not been received, the Uncollected Children policy will take effect from 6.15 pm.

#### **Breakfast Club**

The charge for this is £3.75, including breakfast. Breakfast is served from 7.30 am to 8.15 am. Kindly note that breakfast cannot be served after 8.15 am due to the kitchen staff arriving to prepare school lunches. Water will be available to drink at all times. A sibling discount of £1 per session is available.

#### **After School Club**

The after-school club operates at the following times/rates:-

3.15 pm - 4.15 pm	-	£5.00
3.15 pm - 5.15 pm	-	£8.00
3.15 pm - 6.00 pm	-	£12.00

Again, a sibling discount is available at £1.00 per session.

## **KOOL KIDZ**

### **Terms of Business and Parent Information**

---

All children will be provided with a drink during their time at the After School Club.

A light bite tea incurs an additional charge of £1.00 per session. If your child is staying after 5.15 pm, this is already included in the charge.

#### **Snacks & Meals**

A light bite menu will be available weekly and this activity will take place from 4.45 pm - 5.15 pm. (Please see above for charges).

The children will take an active part in learning new life skills and the staff will encourage the children to be independent. Food will be prepared taking into consideration health and hygiene. All staff have relevant qualifications.

Special dietary requirements will be considered. Please discuss this with the Club Manager.

#### **Ad-hoc Places**

If for any reason, you need an extra session as a 'one-off' event, please speak to the club manager. If spaces are available, this can be arranged for you. Payment will be asked for on the day of use.

#### **Payment of Fees**

Fees are expected to be paid in advance at the end of each half-term. You will be given a yearly invoice that will cover your childcare costs for the upcoming year. Where fees are not paid by the due date, the child's place will be withdrawn until payment is received. Exceptional circumstances will be considered. Please contact the Club Manager in the first instance.

Anyone paying by voucher should provide the office with proof that your voucher has been processed within the stated time above; otherwise the child's place will be withdrawn until payment is received.

Where payment is then not received within a further 5 working days, the child's place will be withdrawn permanently.

All payments should be made via Wise Pay or alternatively via a cheque made payable to Bonneygrove primary school. It is the responsibility of parents/carers to ensure they pay and enclose the correct amount. Where there is a discrepancy, Kool Kidz will hold no responsibility. We do not accept cash payments.

## KOOL KIDZ

### Terms of Business and Parent Information

---

#### **Absence**

Please advise us at the earliest opportunity if your child **will not be attending the Club**.

All fees are due irrespective of absence. Should long term sickness occur, please discuss this with the Manager at the earliest opportunity. A retainer fee may then be payable to keep your child's place

If your child has a one off event to attend i.e. football match/school trip arriving back late, it is your responsibility to let the club manager know in advance so alternative arrangements can be made for collection. If collection of the children is from another venue i.e. not Bonneygrove, it is the parents/carers responsibility to ensure children are brought back to the school. All fees are due irrelevant of other arrangements being made.

#### **Notice Period**

Notice on both sides for termination of contract is **half a term** and should be made in writing (except where terms and conditions have been broken. This could result in termination of contract immediately).

#### **Holidays/Closure**

The club will close during all non-pupil days. These will be advertised a term in advance where possible.

The club may close due to bad weather during the winter months. The club will contact parents accordingly to notify them of closures - details below. Parents will not be charged if the club makes the decision to close. It is the parents' responsibility to ensure they adhere to the clubs closure notification system.

**The club manager is not responsible for telephoning any parent individually.** Please see additional information attached to this sheet.

#### **Adverse Weather Procedures**

Arrangements for Kool Kidz in the event of snow or adverse weather are:-

- If the Club closes due to snow/adverse weather in the morning, it will remain closed all day (i.e. no after-school club irrespective of the school being open or closed). In this event, parents/carers will be sent a message via wisepay/text informing them of the closure;
- If the Club is open in the morning but needs to close because of snow/adverse weather during the course of the day, again parents/carers will receive a message of closure via wisepay/text

## KOOL KIDZ

### Terms of Business and Parent Information

---

- It is the parent/carer responsibility to check for messages during periods of bad weather;
- During such closures, fees will be deducted and adjusted accordingly on the following yearly invoice.
- Where the club is open and parents choose not to bring their children, the fee will be payable.

Please do not hesitate to contact the Club Manager if you have any queries.

#### **Collection of Children**

Children can only be picked up by the parent/carer or the emergency contacts named on the child's information form. Any other person will have to be made known to the Manager with an additional consent form completed and a recent photograph. Please allow reasonable time to make these arrangements. The person collecting the child must be known to the child and have written consent from the parent/carer. Please be aware that the club staff reserve the right to use their professional judgment in safeguarding the children at all times.

If your child is taking part in any other after school activity or attending a school trip on their appointed club day the club staff will need written or verbal consent from the parent or carer. Failing to comply with this request could lead to termination of your child/children's' place.

**Children should be collected at the agreed time as per your contract with the Club.** If you know you are going to be late please advise a member of staff as soon as possible. This will enable the staff to discuss this with your child. **Late fees will be payable in 5 minute blocks.** For example for every 5 minutes you are late this will incur a £5.00 overtime fee. Late fees will be shown on your invoice.

#### **Emergency Contacts**

A minimum of two emergency contacts must be provided. These named contacts will be contacted only if the parent/carer is unavailable. Please be aware that we require the emergency contact to be within a reasonable distance to collect the child.

## KOOL KIDZ

### Terms of Business and Parent Information

---

Parents/carers cannot use their own details for emergency contact; two named contacts must be supplied.

Emergency contacts must be available to collect your child/children when the parent/carer is not available or contactable

#### **Medical Information**

Please provide any current medical information to allow us to care for your child in the appropriate way. It is a parent/ carer responsibility to inform the club of any changes in circumstances regarding their child's health and medication.

No medication can be given to a child unless a prior appointment has been made with the Headteacher and an agreed protocol has been written and signed by all parties which include club staff, the headteacher and chair of governors.

Accidents and incidents will be recorded and parents will be asked to sign the Club's Accident Book so they are aware of the circumstances and the action taken.

#### **Transport**

Arrival/departure to and from the club must **always** be done on foot. Under no circumstances must any parent drive up/down the driveway without the Club Manager's permission in the mornings or before 5.00 pm.

If you are registered disabled, please notify the Club Manager who will grant you permission to use the driveway. If you are immobile for any reason over a period of time, a doctor's note may be required to allow access arrangements to be made. Please speak to the Club Manager where any problems arise.

Blue badge holders must contact the school office to arrange for the relevant documents to be photocopied. This will enable you to park within the school premises with verbal consent of the schools Business Manager.

***Failure to comply with this policy could lead to termination of your child/children's place.***

#### **Use of Digital Technology**

To enable staff to ensure the safety of all children in the Club, we ask all parents to terminate calls on mobile phones before entering the buildings whilst dropping off or collecting children. Audio filming and/or taking photos of children are not permitted to be taken by parents/carers during club times either in or out of doors.

Please refer to our school policy - Safe use of Images - for details of how the Club use and manage this area as this reflects Kool Kidz

## **KOOL KIDZ**

### **Terms of Business and Parent Information**

---

#### **Complaints Procedure**

It is hoped that parents/carers will not have to complain about any aspect of the service we provide. However, should the need arise, parents will be asked to discuss their concerns informally with the Manager in the first instance.

Following this, if you feel that your problems have not been solved, please formally contact the headteacher and make an appointment through the school office. Finally, if you still have concerns, the headteacher will inform you of the next steps which are set out in our Complaints policy.

All policies relating to The Club are available on request from the school office. A charge for photocopying will incur. They can be viewed at any time on the school's web-site.

#### **Contact Information for Kool Kidz**

The Kool Kidz contact number is 07704 372 895.

The phone will be switched on from 7.30 am - 9.00 am and from 3.00 pm - 6.00 pm daily. Please leave a message if the Club Manager is unable to take your call.

If you need to contact the Club between these times, please leave a message at the school office on 01992 307900. The school office is open between 8.30 am and 4.00 pm.

**KOOL KIDZ**  
**Terms of Business and Parent Information**

---

I understand it is my responsibility to adhere to the Terms and Conditions by which Kool Kidz operates.

I understand, that if for any reason I have not collected my child (and have not made contact with the club manager) at the time agreed and the school has been un-able to contact anyone, that they have a responsibility to call the safeguarding team.

I understand that if for any reason the school has safeguarding concerns that appropriate advice will be sought and followed as outlined in the schools child protection policy.

I understand that the permission for safe use of images will be the same as the school admission form.

I understand that the club holds the right to withdraw my child's place should there be any verbal or physical aggression displayed to staff and children.

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Name of parent/carer:** \_\_\_\_\_

Please sign and return this sheet to the school office.