

Wraparound Care Terms and Conditions

January 2024

Bookings

- All bookings for Breakfast Club and Afterschool Club must be made through Parent Pay.
- All bookings are subject to availability.
- Parents and carers of children who are in receipt of an Education and Health Care Plan (EHCP) must contact the school by telephone before making a booking.
- The person making the booking accepts the booking conditions on behalf of the account holder.
- All bookings must be paid for at the time of booking unless you are paying by Childcare Vouchers/Tax Free Childcare.
- Bookings for Breakfast and After School Club must be made a minimum of 48 hours in advance of the sessions required.
- Last minute bookings can be made, if places are available, by calling the school office on 01386 860301 (**not email or Dojo**) where staff will be able to add a booking on your behalf. Parents must agree to make a payment for such additions, including the late booking fee of £2, at the time of verbal booking.
- All sessions must be booked in advance according to the booking terms above. No child is permitted to attend either Breakfast Club or After School Care club unless a booking has been made according to the terms and conditions above.

Cancellation Notice and Charges

- It is the account holder's responsibility to cancel any unwanted sessions. Any parents wishing to cancel their child's Breakfast Club or After School Care club sessions must give a minimum of 48 hours' notice in order to receive a full refund.
- Any booked sessions which are not attended will not be refunded unless 48 hours' notice of cancellation is given.
- It is the parents' responsibility to let the school know of any late cancellations outside of the 48 hour period by calling the school office on 01386 860301 so that registers can be amended.
- A late booking fee of £2 will be charged for any booking made less than 48 hours in advance of the session required.

Payments and Overdue Balances

- Various payment options for both Breakfast Club and After School Care club are available: Credit/Debit card, Childcare Voucher or Tax Free Childcare.
- When paying by Childcare Vouchers or Tax-Free Childcare, please use your child's full name as the payment reference.
- Tax Free Childcare Vouchers/Childcare Vouchers can be used for both full and part payment for both Breakfast Club and School Care club.
- Having an overdue balance may lead to your child's place being suspended until the balance is cleared, or ultimately the termination of your child's place at the club.
- Fladbury First School will pass any unrecovered fees to an external debt collection agency. Any fees associated with the debt collection will be passed on to the debtor.

Late Collection Fees

- Children may be collected up to the latest time slot booked. A charge equivalent to the following session fee will be applied to all collections made after the booked session end time (before 5.30pm).
- In the event that a child has not been collected by 5.45pm and we have not been able to contact parents and carers on any emergency contact numbers, it is school policy to contact Children's Social Care and the local police.
- A late collection fee of £4.00 for every 15-minute period after 5.30pm will be charged to parents.

Safeguarding and Welfare

- All staff at Fladbury First School are committed to safeguarding children from harm and abuse.
- If your child does not arrive at a booked after school session and we have not been advised of their non-attendance by you the parent, we will begin our Missing Child Procedure and will, in the first instance, call the contact numbers provided in order to establish that the child is safe and well.
- If there is a concern about the welfare of a child, staff at Fladbury First School will follow the school's Child Protection and Safeguarding Policy and procedures.
- Parents must inform and update Fladbury First School of any conditions that may affect their child.

Medication

- Parents must ensure that all medical information is kept up to date by informing the school office and that any medication provided is not out-of-date.
- Any medication needed must be provided by the parent.
- It is the school's policy not to administer routine medicines, including painkillers and antihistamines. This does not include inhalers for asthma or medicines needed to treat longer term conditions

Collecting

- Children can only be collected by a person authorised by a parent.
- The collector will be required to sign the register on collection. Signing the collection register will also record the time the child is collected.
- Any last-minute changes to collection must be made by phone to the school office

Exclusion

- Fladbury First School reserves the right to exclude or refuse any person without notice if we consider that their behaviour or presence compromises the positive atmosphere of the club or compromises the safety of themselves or others. Transport home will be the responsibility of the parent and no refund/credit will be available.

Forced Closures

- If Fladbury First School, Breakfast Club or After School care club are forced to close due to an external factor such as bad weather, an infectious or contagious disease outbreak, power cut, teacher strike or other industrial action, by order of Local Authority or Environmental Health, customers will not be liable for fees incurred and will be offered a refund on their parent pay account.

Schedule Changes

- Fladbury First School may need to amend activity programmes, schedules, services, dates, times and/or venues on occasions which may be out of our control. In such cases, we will ensure that parents are informed

Complaints

- If you or your child is not entirely satisfied with the services we provide, we would appreciate the feedback and hope that you feel you can share this informally with the Head Teacher in the first instance according to the school's Complaints' Procedures available on the school website. However, if you feel that the complaint outcome is insufficient or would like to escalate your grievance further please contact the Chair of Governors via the school office.

Liability

- Fladbury First School does not accept liability for personal injury or death of any participants unless directly caused by the proven negligence of the company or its servants.
- Fladbury First School take no responsibility for any items that are lost/stolen or damaged at the club.

Lost Property

- Staff at Fladbury First School will endeavour to return all items which can be identified. Parents are asked to ensure that uniform and property is clearly named and to check these regularly to support this process.
- Unclaimed Breakfast and After School lost property may be disposed of at the end of a half term.

Data Protection

- Fladbury First School collects personal details for you and your child to register and enable us to process your booking. It is your responsibility to ensure that you have the necessary permission to pass on the personal details of everyone required.

How to book Wraparound using Parent Pay

Log into Parent Pay. If you are new to Parent Pay and would like a copy of your login details, please contact Mrs Edwards in the office

 Add a child

Home >

Child's page >


Child details >

Book meals and places +

Make bookings >


Unpaid bookings >

View taken meals and menus >

 Help and guidance

Make bookings for

Breakfast 7.45
Lunchtime
Wraparound 3.30-4.30
Wraparound 4.30-5.30



Select the service you require:

Breakfast club

Lunchtime

Wraparound until 4.30pm


Wraparound until 5.30pm

Add to bookings balance

If you wish to add to your bookings balance, you can do so by selecting 'Add to bookings balance'. This will NOT book your child onto a session, to do this use the panel above.

Add to bookings balance

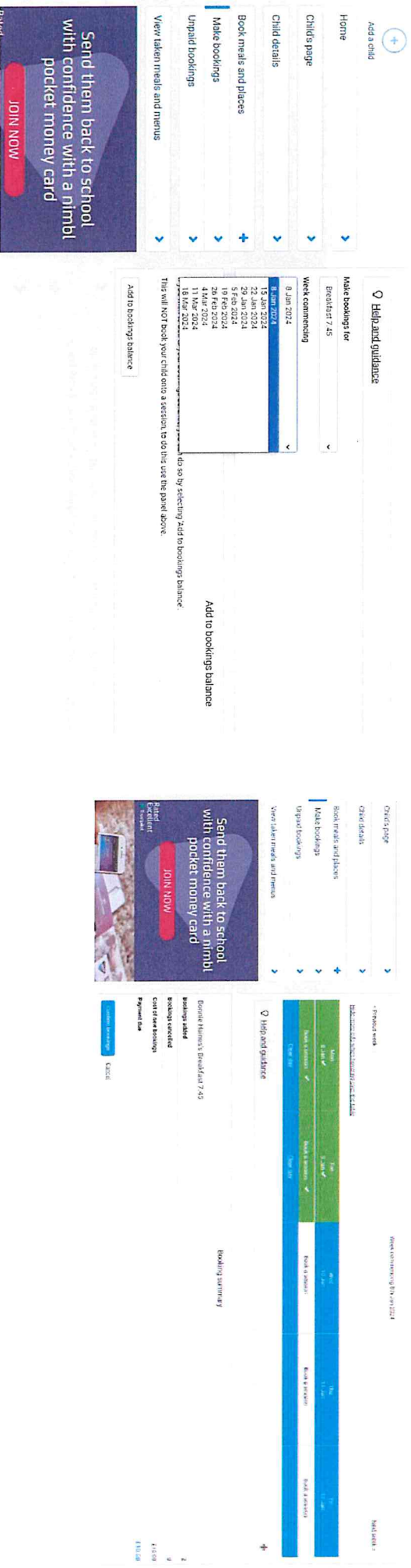
Send them back to school
with confidence with a nimbl
pocket money card



Rated

How to book Wraparound using Parent Pay

Once you have selected the service you require, select the correct week beginning date



The screenshot shows the Parent Pay interface with the following elements:

- Navigation Menu:** Home, Child's page, Child details, Book meals and places, Make bookings, Unpaid bookings, View taken meals and menus.
- Help and guidance:** A dropdown menu showing a calendar for 2024 with the week of 8 Jun 2024 selected.
- Make bookings for:** Breakfast 7.45.
- Week commencing:** 8 Jun 2024.
- Buttons:** "Add to bookings balance" and "Add to bookings balance" (disabled).
- Child's page sidebar:** Child details, Book meals and places, Make bookings, Unpaid bookings, View taken meals and menus.
- Booking Summary Table:**

Meal	Time	Booked	Booked	Booked
Breakfast	7.45	Booked	Booked	Booked
Breakfast	7.45	Booked	Booked	Booked
Breakfast	7.45	Booked	Booked	Booked
- Summary:** Booking summary, Bookings added, Bookings selected, Cost of new bookings, Payment due.
- Footer:** £10.00, £10.00, £10.00.
- Advertisement:** "Send them back to school with confidence with a nimbi pocket money card" with a "JOIN NOW" button.

How to book Wraparound using Parent Pay

[+](#) Add a child
[>](#) Active Payment items
[>](#) Historical Payment items
[+](#) Transaction history
[>](#) Add a child
[+](#) View school and caterer

Item	Total cost	Edit	Remove
Bonnie - Breakfast Club 07.45-08.45am	£10.00		

[Set up Parent Account](#)

[Continue shopping](#)

[Proceed to checkout](#)

Total:	£10.00
Pay by Parent Account credit:	-£0.00
Amount to pay:	£10.00

Book the sessions (you can select the full term if you choose to) and once happy with your choices click on proceed to checkout for payment

[+](#) Bonnie (11163349) [+](#) Bonnie (13621217) [+](#) Clara

[+](#) Add a child
[>](#) Active Payment items
[>](#) Historical Payment items
[+](#) Transaction history
[>](#) Add a child
[+](#) View school and caterer

Basket

Item	Total cost	Edit	Remove
Bonnie - Breakfast Club 07.45-08.45am	£10.00		

[Set up Parent Account](#)

Also available to pay for...

1 item in basket

Items:	Bonnie - Breakfast Club 07.45-08.45am	£10.00
Quantity:	1	
Total:		£10.00

Order summary

Items:	£10.00
Total:	£10.00
Pay by Parent Account credit:	-£0.00
Amount to pay:	£10.00

[Proceed to checkout](#)

