



Whitehouse Primary Kidz Club Terms and Conditions

The Kidz Club will run each day from Monday to Friday. Sessions will run from 7.30-8.30am and from the end of the school day until 6.00pm.

- Booking is available up to an entire term in advance, allowing you to select the days you will require. Payment is made at the time of booking. **Bookings are non-refundable and non-changeable. Therefore please ensure you only book the sessions you require.**
- Bookings can be made up to 72 hours before without occurring additional cost. If you require a booking after this time, you **must** telephone the school office so that your child can be added to the days register and an emergency admin charge may be added. Please contact our school reception on 01908 533288.
- All sessions will be booked and paid for using our payment system, ParentMail. Payments can be made by credit or debit card, Childcare vouchers or the Government Tax-Free childcare scheme. Full payment must be paid at the time of booking. Where payment has not been made, the booking will not be processed.
- Once payment has been made, any cancellations **will not be refunded** unless in extreme circumstances (this will be at discretion of the Headteacher).
- Please note all payments received are non-refundable where the Government's Tax-free Childcare Scheme or other Childcare Voucher Schemes are used. We request that you to utilise all cart balances within the academic year the vouchers have been deposited as much as possible and balances must not exceed £100 at the end of the summer term. If your child remains in school your cart balance will be rolled forward into the next academic. If your child is in year 6, requests to return any unused cart balances must be made in writing to finance@whitehouseprimary.co.uk before 30th June. Requests for returned payments after this time cannot be processed and these balances will automatically transfer into the Whitehouse Primary School fund account at the end of the academic year.
- Vouchers deposited from the Governments Tax-free scheme can only be returned to HMRC. Other providers have their own specific policies on returns which may include the transfer to another childcare provider or return directly to the parent/carer. If the latter applies you will be responsible for informing HMRC and liable for any subsequent tax adjustment.
- Please note that all returned payments will be subject to a £50 admin and processing fee which will be deducted before returned.
- If the Government Tax-Free Childcare scheme or Childcare Vouchers are being used to pay for sessions, please ensure these are **transferred at least 10 working days** in advance of making

bookings to allow time for your account to be credited with the funds in the ParentMail account. Please ensure you have completed the booking form via the following link <https://forms.office.com/e/G3pM6Ly5rm> each time a payment has been submitted.

- Please note, if the booking system states '**Out of stock**', this means the session is FULL. Please e-mail kidzclub on the following e-mail address. Kidzclub@whitehouseprimary.co.uk
- Whitehouse Primary School's system for supporting positive behaviour applies in our wrap around care facilities. This will allow children the reassurance and familiarity they enjoy in school hours. For more information, please see the Behaviour Policy on the Policy page of the School website.
- We expect behaviour at the club to be maintained at the same high standard that we expect during the school day. The staff will inform you if your child has not followed our Whitehouse rules of "ready, respectful and safe". Persistent – or particularly serious – misbehaviour may result in a child no longer being allowed to attend.
- Due to staffing costs and the impact on administration, all sessions booked will need to be paid for, even if for any reason your child does not attend. Once a booking is made it is non-refundable and non-changeable. Please ensure you only book the sessions you require.
- If your child is not able to attend a booked session, please notify the school office by 9am on the day of the session. Unfortunately, we will be unable to credit or refund these sessions.
- **Emergency Admin fee** is £4 per session per child.
- **Late fee charges** - late pick-ups will incur late fees to cover staff overtime costs. The fee will be charged at a rate of £10.00 per 15-minute slot.
- Staff will register the children at the beginning of the session and will contact parents if a child has not arrived and no message has been received.
- Children attending the session will receive a drink and a snack, at around 4.30pm.
- If your child attends an extra-curricular club after school and you would like them to be brought to Kidz Club at 4.15pm, please ensure you have booked kidzclub from 3pm. If you have not made a booking on ParentMail you will need to put this in writing to the School Office enquiries@whitehouseprimary.co.uk. The full session charge will apply.

Please ensure you have made a booking for Kidzclub session on ParentMail.

- Children must be collected from the main reception entrance. Children will not be allowed to go home with someone else unless parents have notified the staff team or have the child's unique **PIN Code**. Children will not be allowed to leave the After School Club unaccompanied. (Unless written consent from parents that they are allowed to walk home.)
- **If a child is not going to attend a booked session, parents must notify the school via enquiries@whitehouseprimary.co.uk or 01908 533288.**

