

Bengeworth CE Academy



Wrap Around Care Terms and Conditions

Coordinator: Kirsty Shaw

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Bookings

- All bookings for Breakfast Club and Night Owls' After School Care club must be made through <https://bengeworthacademy.magicbooking.co.uk>
- All bookings are subject to availability.
- 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 a card instalment plan is selected at the time of booking or you are paying by Childcare Vouchers/Tax Free Childcare.
- Bookings for Breakfast Club must be made a minimum of 24 hours in advance of the sessions required.
- Bookings for Night Owls' After School Care club must be made a minimum of 24 hours in advance of the sessions required.
- Last minute bookings can be made, if places are available, by calling the school office on 01386 442047 (not via email) where staff will be able to add a booking on your behalf. Parents must agree to making 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 Night Owls' 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 Night Owls' After School Care club sessions must give a minimum of 24 hours' notice in order to receive a full refund.
- Any booked sessions which are not attended will not be refunded unless 24 hours' notice of cancellation is given.
- It is the parents' responsibility to let the school know of any late cancellations outside of the 24-hour period by calling the school office on 01386 442047 so that registers can be amended.
- A late booking fee of £2 will be charged for any booking made less than 24 hours in advance of the session required.

Payments and Overdue Balances

- Various payment options for both Breakfast Club and Night Owls' After School Care club are available: Credit/Debit card (including a card payment instalment plan), 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 Night Owls' After 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.
- Bengeworth Multi-Academy Trust 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 (Night Owls only):

- 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 6.00pm).

- In the event that a child has not been collected by 6.15pm 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 6.00pm will be charged to parents.

Safeguarding and Welfare:

- All staff at Bengeworth Academy are committed to safeguarding children from harm and abuse.
- If your child does not arrive at a booked Night Owls' 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 Bengeworth Academy will follow the school's Child Protection and Safeguarding Policy and procedures.
- Parents must inform and update Bengeworth Academy 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 by King's Road pupils at Night Owls After School Care club must be provided by the parent; Night Owls' staff have no access to medication for children who attend school at our King's Road setting.
- If a child has a diagnosis of asthma and parents consider that their child may need an asthma inhaler while at Night Owls, parents are asked to either:
 - Preferred option:
 - Contact their doctor to obtain an additional prescription of an inhaler which can be kept securely in school by Night Owls' staff. The previously completed medication and dosage form will be kept with the medication.
 - Or:
 - Ensure that their child's inhaler from home (for King's Road children) is in their school bag. Parents must take responsibility for ensuring that this is in their child's bag and removed at the end of the day if their child is not attending Night Owls the following day. If parents choose this option, parents must email afterschool@bengeworth.worcs.sch.uk to inform Night Owls' staff that this is in their child's bag.
- For any other prescribed medication, parents must provide Night Owls' staff with an additional prescription, e.g. prescribed antihistamine.
- It is the school's policy not to administer routine medicines, including antibiotics, painkillers and antihistamines. This does not include inhalers for asthma or medicines needed to treat longer term conditions.

Collecting (Night Owls only):

- Children can only be collected by an adult over the age of 16 who has been authorised to do so. This must be indicated by the parent on their Magic Booking account by adding named people as a collector.
- 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 (before 3pm) or by phone to the Night Owls' emergency phone number - **07533 010686**

Exclusion:

- Bengeworth Multi Academy Trust 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 Bengeworth Multi Academy Trust, Breakfast Club or Night Owls' 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 or credit on their Magic Booking account.

Schedule Changes:

- Bengeworth Multi Academy Trust 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.

Photography:

- Staff may occasionally take photographs and videos which can be used for marketing and promotional purposes, including on social media. If you would prefer that your child was not included in any photographs, please ensure your child's details and your preferences are up to date.

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 Heads of School 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, follow complete the online form available on the school's website or the form attached as part of the Complaints' Procedure and Policy, also available on the school's website.

Liability:

- Bengeworth Multi-Academy Trust 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.
- Bengeworth Multi-Academy Trust take no responsibility for any items that are lost/stolen or damaged at the club.

Lost Property:

- Staff at Bengeworth Academy 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 Night Owls' lost property may be disposed of at the end of a half term.

Parent Abuse of staff:

- The threat or use of physical violence, verbal abuse, intimidation or harassment towards our staff is likely to result in a termination of all direct contact. Such incidents may be reported to the police and this will always be the case if physical violence is used or threatened.

Data Protection:

- Bengeworth Multi-Academy Trust 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.
- For Bengeworth Multi-Academy Trust policies and procedures, please visit:
www.bengeworthacademy.co.uk