



**West Hill Chill – Before and After School Club
Terms and Conditions
West Hill Primary Academy**

Introduction

West Hill Chill is run by West Hill Primary Academy and exists to provide high quality out-of-school hours’ childcare for our parents and carers. It provides a range of stimulating and creative activities in a safe environment.

The club operates from 7.00am – 8.30am and from 3.15pm – 6.00pm term time. The cost of the sessions are as follows:

Before School Club	Cost		After School Club	Times	Cost
7.00am till 8.30am	£5.00		Light Chill (no tea)	3.15pm till 4.30pm	£7.50
			Mid Chill (light tea included)	4.30pm till 6.00pm	£8.75
			Full Chill (light tea included)	3.15pm till 6.00pm	£14.25

How to book

All wraparound care sessions must be booked and paid for via Childcare Bookings for Schools - <https://west-hill.cbfs.uk>

Parents and carers are encouraged to book sessions in advance where it is possible to help with planning and staffing. Availability is subject to capacity and places are allocated on a first-come, first-served basis. If a session appears to be fully booked, please contact the school office to check whether. If a session appears to be fully booked, please email enquiries@childcarebookings.co.uk. Please note that days are not transferable.

For permanent bookings, monthly bills for the exact amount of that month’s childcare are processed in advance on the 1st working day of each month. For any ad-hoc booking, payment is due at the time of the booking, in order to check out and complete the process.

Amendments to bookings can be made if they are done 24 hours before the session start time via the Childcare Booking System. Credit will be added to your balance, which can be used to offset future bookings. Refunds will only be given in the event of school closure or sickness. No monies will be refunded in the event of early collection or non-attendance.

Late collection

Charges will be made for late collection; please ensure you have a back-up plan in case of extreme lateness. Please see below for details:



- a. 16.31-18.00 = full session payment of £14.25 will be charged,
- b. 18:01-18:30 = £10
- c. 18:31-19:00 = £20
- d. If your child is collected after 19:00 additional charges will be made to cover staffing costs and a letter will be sent home.
- e. If you are late collecting your child having already received a letter, you will then receive a 'final' warning letter stating that the child will be unable to attend for the remainder of the term if the child is collected at 19:00 again.

If children are not collected after a period of 30 minutes with no contact from parents or carers, the school has an obligation to contact Social Services.

Fees will be waived **only** if there is a significant traffic incident, which impacts on multiple parents. The school appreciates that we are surrounded by major roads, for example, A2 and M25 which on occasion have significant closures. It is vital that you have a support network in place for these situations.

Please ensure West Hill Chill have up to date emergency contact details. **West Hill Chill's Direct Number is: 01322 296146.**

Admissions

- Pupils and colleagues attending West Hill are invited to attend the club. Pupils who do not attend these schools or who are not those of members of The Golden Thread Alliance may attend through prior arrangements with the manager or supervisors of the provision.
- All places are subject to availability.
- The registration process must be completed prior to the child's commencement at the club.
- The terms and conditions are available to view via our school website.
- All club colleagues are made aware of the details of a new child.
- Children's attendance is recorded in a register.

Arrival and Departure

Breakfast Club

- Parents and carers are required to bring their child directly to the club and sign them in. You should enter via the main school office at the front of the school. Please do not let your child enter on their own. They must be accompanied by an adult.
- Children using breakfast club will be escorted towards their classrooms by West Hill Chill staff by 8.30am.



After School Club

The club colleagues will take a register of all contracted children and liaise with the class teacher/school office to determine why a child is not accounted for.

Departure

- Parents and carers should enter the club via the Lawrence Hill Gardens entrance at the back of the school canteen. Staff will be alerted to your arrival when you press the doorbell/intercom situated on the black gate of the club entrance.
- When a child is collected at the end of, or during a session, they must be signed out by a parent, carer or named collector, and the time recorded.
- Parents and carers must ensure that any person who may collect their child is listed on the registration form and that it is kept fully up to date.
- Parents must inform club colleagues if their child is going to be absent from the club.
- All children must be collected by an adult over 16 as per school policy, but under 16s can collect siblings with written consent from parents or carers.
- Children will not be allowed to walk home alone. We strongly advise that parents and carers have contingency plans in place for collection of children in case of traffic/train delays that affect the whole area.

Behaviour

Whilst attending the club, children are expected to:

- Use socially acceptable behaviour.
- Respect one another, accepting differences of race, gender, ability, age and religion.
- Choose and participate in a variety of activities.
- Ask for help if needed.
- Enjoy their time at the club.

Positive behaviour is encouraged by:

- Colleagues acting as positive role models.
- Praising appropriate behaviour.
- Sticker rewards.
- Informing parents about individual achievements.

Dealing with inappropriate behaviour:

- Challenging behaviour will be addressed in a calm, firm and positive manner.
- In the first instance, if necessary, the child will be temporarily removed from the activity.
- Colleagues will explain why the behaviour displayed is deemed inappropriate.
- Colleagues will encourage and facilitate mediation between children to try to resolve conflicts through discussion and negotiation.
- Colleagues will consult with parents and carers to formulate clear strategies for dealing with persistent inappropriate behaviour.



If after consultation with parents and carers, and the implementation of behaviour management strategies, a child continues to display inappropriate behaviour, the club may decide to exclude the child. The reasons and processes involved will be clearly explained to the child and their parent or carer.

The club reserves the right to cancel with immediate effect any contract where behaviour is not deemed safe for the child, other children, or adults in the club.

First Aid

- All accidents will be recorded using the medical tracker online software, completed by staff. Parents and carers will be verbally notified upon collection of their child(ren) and the medical tracker summary will be forwarded the following morning. In cases of urgency and further investigation, you will be notified as soon as it is safe to do so.
- Accident records will give details of; time, date and nature of the accident, details of the child involved, type and location of the injury, action taken, and by whom.
- All incidents are dealt with by a qualified first aider.

Parents or carers of any child who becomes unwell during the club will be contacted immediately. If a child is sent home during school hours, the club will be informed of their absence.

Children with SEND and Additional Support Needs

We aim to provide an inclusive environment for all children wishing to attend our wraparound club sessions. We will take reasonable steps to make sure children with SEND and additional support needs can take part in activities and will put in place appropriate measures to safeguard them.

On registration we will ask all parents and carers to describe their child's needs in full to help us understand how we need to care for, and respond to, their child. This will enable us to explain to parents and carers how we can support their child(ren) which may include putting in place suitable safeguarding and health and safety arrangements and adapting activities to meet their individual needs. Parents and carers should be aware that there may be occasions where we do not have the full range of skills, facilities or resources required to meet an individual child's needs. If this is the case, we will discuss this with parents and carers and will provide support in identifying alternative local services and activities suitable to meet their child's needs. If parents do not make us aware of the child's needs on registration and we determine that we cannot meet need, parents will be invited in for a discussion as to a best way forward, which may involve finding alternative services or withdrawal of the place.



Payment of Fees

The club requires parents to pay their fees promptly in accordance with our terms and conditions. Fees are to be paid in advance, and payment is due for all contracted sessions even if your child is unable to attend their booked session.

The parent or carer signing the club's registration form is known as the 'contracting parent or carer' and is responsible for payment of all fees.

If a parent is experiencing difficulty with the payment of their fees, they should contact the school office staff as soon as possible. Our colleagues will treat all matters confidentially and arrange for discussions in private.

Procedures for Payment of Fees

For permanent bookings – Monthly bills, for the exact amount of that month's childcare, are processed in advance on the 1st working day of each month. For example, a permanent booking made now will not incur any charge until 1st September. At this point, you do not need to do anything – payment will be taken automatically for all booked sessions falling in September.

For ad hoc bookings, payment is due at the time of booking, in order to check out and complete the process.

If you wish to pay for the extended services provision using childcare vouchers, once you have registered an account with Childcare Bookings, simply send a payment via Tax Free Childcare or Childcare Voucher, directly to your school, as you have done previously.

Once the payment reaches the bank account, these funds will be automatically credited to your Account Balance in the online booking system. Your Account Balance can then be used as a payment method when making bookings.

Related Whole School Policies:

- Child Protection and Safeguarding policy
- Equal opportunities policy
- Health and Safety policy
- First Aid policy

Due to Health and Safety regulations, only food provided by the session may be consumed on the premises.



***The Golden Thread Alliance may update these Terms and Conditions at any time which may include changes to the session timings and from half sessions to full sessions only. Any changes to the Terms and Conditions will be communicated in writing and we will aim to give as much notice as possible.**