



# COASTGUARDS

AT

## NEW HORIZONS PRIMARY SCHOOL



**Parental Agreement and Terms and Conditions**



# Coastguards Club - Our Before and After School Care

## Key Information and Agreement Details

Coastguards Club is based in the Infant hall and Infant and Junior playgrounds. It is a wraparound club for term time only; therefore, the club will be closed for INSET days and during school holidays. Our aim is to provide parents with safe and affordable childcare outside of school hours. This parental agreement sets out important information for families regarding their child(ren) attending our before and after school wraparound care.

### Admission Criteria

- All places are subject to availability.
- Places are provided on a strict first-come-first-service basis.
- The registration process must be completed prior to the child's commencement at the club.
- Children's attendance is recorded in a register.
- All bookings are to be paid for in advance and booked via Arbor App.

### Special Educational Needs

- We welcome participants with additional needs, where staff ratios allow.
- Every effort will be made to cater for those with additional needs; where appropriate activities may be adapted.
- Whilst we will make every practical effort and our best endeavours to welcome children with additional needs, there may be some instances where the club cannot. We will work in partnership and liaise with the school's SENCO to look at the child's individual needs.

### Withdrawing an offer of a place

We reserve the right to withdraw an offer of a place in the following circumstances:

- Unacceptable behaviour from the child.
- Unacceptable behaviour from an adult, including reoccurring non-payment of fees.

### Session times and costs

#### Breakfast Club Cost

7:40am to the beginning of the school day £5.00

#### After School Club Cost

After school until 4:30pm £5.00

After school until 5:45pm £10.00

We are Ofsted registered so you will be able to offset childcare vouchers against club fees.

#### Ofsted Number: 141530

Please note costs will be reviewed and amended accordingly if necessary.

## What will my child do during Coastguards Club?

**Breakfast Club:** Your child will have breakfast of toast, cereal or bagel. They will have the option to play outside or choose a quieter indoor activity such as colouring, Lego or playing board games. We will encourage all children to participate in a daily 'wake-up' exercise then they will be escorted safely to their classrooms.

**After School Club 4:30pm finish:** Your child will start the session with a drink, biscuit and a story. They will then have the option to play outside (including a team activity) or choose a quieter indoor activity.

**After school Club 5:45pm finish:** As above. A light tea will be served at 4:40pm. After tea, your child will participate in a daily group challenge and will then have the option to return outside, complete homework or choose an indoor game to play.

### Snacks

- Coastguards Club offers a variety of snacks, including fresh fruit and vegetables. Children have access to drinking water throughout the session.
- Any food allergies/dietary requirements must be informed at the time of booking.
- Children are not permitted to bring their own food; however, we will endeavour to support children with any specific dietary requirement.

### Bookings

- Mrs Abdul, manages all bookings and is based within the school office team.
- A Coastguards Club contract will need to be signed before a child can enrol.
- Bookings must be made on Arbor App in advance up to 6 weeks ahead.
- Only in an emergency can Parents/Carers ask for extra sessions if required and the provision will try to accommodate depending on staff to child ratios. In this situation please contact Mrs Abdul.

### Absences

- If children are absent from school or collected early, please let the Coastguards Club know by calling 0333 360 2160.
- If children are attending school but will not be attending Coastguards Club, then it is the parents' responsibility to advise the club as they will still be charged for that place.

### Payment of Fees

- Payments should be made by the Arbor App or via Childcare Vouchers.
- Where payments are not made in advance and arrears are accumulating, we reserve the right to cancel the booking with immediate effect.
- Persistent lateness collecting from Coastguards Club will result in a place being terminated.
- Please inform Mrs Abdul or Mrs Bryne in writing if you no longer require your child to attend the provision.

## **Cancellations & Changes**

- If your child will not be attending a session that they are registered for please inform Mrs Abdul. You will still be charged for the session that you have pre-booked.
- All payments are non-refundable as provisions are purchased based on the number of places a child is registered for.
- We reserve the right to withdraw a place should payments not be made for sessions.

## **Collecting Children/Uncollected Children**

- Children will be dropped off and collected from the school's main reception at any point up to the end of the afternoon session and will be signed in or out of the register.
- Children can be collected any time before their 4:30pm or 5:45pm finish, however, parents will be charged for the whole session, as booked.
- If you have a problem getting to the club on time to collect your child(ren), then you must ring Coastguards on 0333 360 2160 to advise of the reason for the delay and make alternative arrangements for the collection of your child(ren).
- If you make alternative arrangements for the collection of your child(ren) you need to notify Coastguards Club, giving details of the person who will be collecting on your behalf, giving the staff member a password.
- If you arrive late, a late charge of £10.00 per child will be incurred to cover the costs of the staff who are legally required to supervise the child.
- If a parent is persistently late, the provision will consider terminating the place.

## **First Aid/Accidents**

- It is important to realise that at times when children are playing accidents can happen. For this reason, we have staff that are qualified in administering first aid.
- Any minor accidents will be dealt with and recorded. The parent/carer will be informed when collecting children from the provision. In case of a more serious accident, the appropriate action will be taken, and the parents will be informed immediately.
- Medication can be administered in line with the school's; 'Medicine in School' policy requiring parents to complete a 'Request and Consent for the Administration of Medication in School' available from the school office. It is the parent's responsibility to ensure that all medication provided to the school has not exceeded its expiry date and clearly marked with your child's name.

## **Illness**

If children are ill during a session, the parent will be contacted. If children suffer from an infection, or an infectious illness the club will ask the parents to collect the child immediately, with the understanding that children will only be accepted back at the provision when they are fit and well. Please note that 48 hours is the requested time for sickness/stomach bug and diarrhoea. This is in line with the school policy and is necessary for the protection of other children from infections and illness. The provision needs to be informed if children are not attending due to illness.

## **Cancellations & Changes**

- If your child will not be attending a session that they are registered for please inform Mrs Abdul. You will still be charged for the session that you have pre-booked.
- All payments are non-refundable as provisions are purchased based on the number of places a child is registered for.
- We reserve the right to withdraw a place should payments not be made for sessions.

## **Collecting Children/Uncollected Children**

- Children will be dropped off and collected from the school's main reception at any point up to the end of the afternoon session and will be signed in or out of the register.
- Children can be collected any time before their **4:30pm or 5:45pm** finish, however, parents will be charged for the whole session, as booked.
- If you have a problem getting to the club on time to collect your child(ren), then you must ring Coastguards on 0333 360 2160 to advise of the reason for the delay and make alternative arrangements for the collection of your child(ren).
- If you make alternative arrangements for the collection of your child(ren) you need to notify Coastguards Club, giving details of the person who will be collecting on your behalf, giving the staff member a password.
- If you arrive late, a late charge of £10.00 per child will be incurred to cover the costs of the staff who are legally required to supervise the child.
- If a parent is persistently late, the provision will consider terminating the place.

## **First Aid/Accidents**

- It is important to realise that at times when children are playing accidents can happen. For this reason, we have staff that are qualified in administering first aid.
- Any minor accidents will be dealt with and recorded. The parent/carer will be informed when collecting children from the provision. In case of a more serious accident, the appropriate action will be taken, and the parents will be informed immediately.
- Medication can be administered in line with the school's; Medicine in School' policy requiring parents to complete a 'Request and Consent for the Administration of Medication in School' available from the school office. It is the parent's responsibility to ensure that all medication provided to the school has not exceeded its expiry date and clearly marked with your child's name.

## **Illness**

If children are ill during a session, the parent will be contacted. If children suffer from an infection, or an infectious illness the club will ask the parents to collect the child immediately, with the understanding that children will only be accepted back at the provision when they are fit and well. Please note that 48 hours is the requested time for sickness/stomach bug and diarrhoea. This is in line with the school policy and is necessary for the protection of other children from infections and illness. The provision needs to be informed if children are not attending due to illness.

## **Safeguarding Children**

We take our responsibility for safeguarding seriously. All staff have been trained in recognising signs of abuse, as well as procedures for referring them to our Designated Safeguarding Lead, who will make the necessary referrals to the local authority. A Deputy Safeguarding Lead will be on call every day.

## **Emergency Closure**

If the club is closed at short notice, due to very exceptional circumstances i.e. no heating, snow etc, a full refund will be given for the day(s) the club is closed. We are unable to give refunds if the club is open and the parents make the decision not to send their children. In the rare situation of an emergency closure, the Coastguards Club staff will contact the parents, therefore please ensure that contact numbers are up to date on the registration forms.

## **Data Protection**

Any information held by the club will be stored in line with the school's GDPR policy and procedures. All information will be stored in a secure manner as per our privacy notice that can be found on our website: <https://www.newhorizonsprimaryschool.org.uk/>

## **Equal Opportunities**

- The provision is committed to equality of opportunity for all.
- We are committed to provide the appropriate support where necessary to ensure integration.
- We recognise all children as individuals with different needs.
- Inappropriate attitudes and behaviours will be dealt with sensitively.

## **Complaint Procedure**

- If you have an issue or problem with any aspect of the club, in the first instance talk to the staff on duty who will do their best to resolve the issue to your satisfaction.
- If this course of action does not resolve the issue or you feel it is not an appropriate course of action, please speak to any member of the Senior Leadership Team.
- If a complaint still needs to be made, please follow our school's complaint policy on our school website.