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## Parent/Carer Contract

Welcome to T-Club-6 Ltd. We are looking forward to having your child with us and getting to know you. T-Club-6 is committed to caring for all children regardless of any challenges, backgrounds etc. to help us do this, please give us any relevant information to help us support your children.

This following document relates to the normal running of T-Club-6 Ltd and outlines the responsibilities of both T-Club-6 Ltd and parents/carers. It must be read in full and signed by you before your child/children attend the club. Please download and keep this document safe for future reference.

## Introduction

The terms and conditions of this contract relate to T-Club-6 Ltd and the parent/carer and are not enforceable by the child(ren) or by any other third party.

This contract is for the duration of your child(ren)'s stay at the club. The club is likely to undergo changes from time to time; for example, policies and procedures may change to reflect changes in Ofsted's guidelines or governmental regulations. However, you will be given adequate notice of any changes that will affect the care of your child.

It is important that you read and accept the terms and conditions of this contract before you sign.

Our policies and procedures are there to help both staff and parent/carers to understand their roles and responsibilities and what to expect from each other. All our policies are reviewed frequently and are available for viewing/ download on our website or in writing upon request.

This document is designed to clarify some of the routines and procedures followed by our after-school club. It is not exhaustive but hopefully you will find it useful. We have highlighted the following policies, as this contract contains only a summary:

No. 6	Mission Statement
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No. 20	Admissions & Fees
No. 21	Accident, Illness & Emergency
No. 23	Infectious & Communicable Diseases
No. 25	Food & Drink
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No. 29	Suspensions & Exclusion
No. 30	Partnership with Parents
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## Our Pledge

T-Club-6 Ltd aims to provide a secure and inspiring environment for every child to play and develop freely. With our free play ethos, children are able to explore the wide range of activities and child-initiated play opportunities on offer.

T-Club-6 Ltd is committed to safeguarding and promoting the wellbeing of the children in its care.

T-Club-6 Ltd is dedicated to meeting the needs of parents/carers through dialogue and action.

## Arrivals & Departures

The club operates Monday through Friday from 3:30pm to 6:00pm term time only. Parents are asked to please collect their children by 6:00pm. Any parent picking up their child after 6:00pm will be charged £20 per 30 minutes, or part they are late, if a parent/carer knows that they will be late, they are asked to notify the club by

telephoning 07756 713525. We understand that sometimes there are exceptional circumstances requiring parents/carers to make last minute alternative collection arrangements, and staff will be flexible in assisting parents so long as they have telephoned through the changes.

Whilst we try to accommodate all the other activities available in the school it is imperative that you let us know about such arrangements and subsequently any changes. Any child not arriving in the club for a schedule session will be treated as a Lost Child (see Lost Child Policy).

**Your child does not become the responsibility of the club until he/ she arrives and signs in at the club.**

Your child can only be collected by an adult over the age of 16 who has been authorised to collect them, which is done by the parent adding the person's name to the collectors list on their Magicbooking account.

### **Late Collection of children**

At the end of the session if a child is not collected, repeated attempts will be made to contact the parent/carer or any other person on the contact list. While waiting, the child will be supervised by at least two members of staff who will offer reassurance and support. If after one hour no contact is made with the parent/carer or any person on the contact list, Social Services will be notified, and the child will be handed over to the Social Services team. Please see above for late collection charges that will be made.

### **Health & Illness**

Parents are required to call the club and inform them that the child will not be attending T-Club-6 when they are unwell, even if they have been off school or sent home. Fees will not be returned when a child misses the club due to illness.

Parents need to adhere strictly to our policy regarding medicine at the club. If your child requires medication of any sort, including an inhaler, the parent/carer must complete the Medical Information section of your booking account as well as the Administering Medication Form and if necessary (particularly for Epi Pen users) a care plan, before the child can attend. Further details of this are contained in club's Accident, Illness and Emergency policy.

In case of an accident qualified staff members will administer first aid. If believed necessary, staff members will contact the parent to take their child to a doctor or hospital. If it is an urgent situation, 999 will be called for help.

If any infectious or communicable disease is detected on the club's premises, all parents will be informed. If a child becomes ill outside the club hours, the club must be notified, and the exclusion period outlined in the table of Infectious and Communicable Disease policy will apply.

### **Forced Closures**

If T-Club-6 is forced to closed due to external factors such as bad weather, infectious or contagious disease outbreak, power cut, teacher strikes or other industrial action, by order of Local Authority or Environmental Health, Parent/s carers will still be liable for fees incurred during the period of closure.

### **Schedule Changes**

T-Club-6 may need to amend activity programmes, schedules, services, dates, times and/or venues on occasions that may be out of our control. This will be without refund or compensation to the customer.

### **Food and Drink**

Children will be provided with a light healthy snack and drink each day. The staff will make every effort to ensure food is sensitive to the dietary, religious and cultural requirements of all children (refer to your Magicbooking account for allergies and dietary preferences).

### **Rules and Behaviour**

Though the club operates in an informal setting, good behaviour is expected of the children at all times. Rules are to be understood and followed by all children. Rule breaking and bad behaviour including bullying in any form, will not be tolerated by staff (refer to Encouraging Good Behaviour policy).

It is vital that parents go over rules and guidelines with their children to help encourage good behaviour.

### **Exclusion**

T-Club -6 Ltd reserves the right to exclude or refuse any person without notice, if we consider that their presence compromises the good atmosphere of the club. No refund or credit will be available.

## **Safeguarding Children**

The club's safeguarding procedures comply with all relevant legislation and other guidance or advice from Surrey Safeguarding Board. T-Club-6 is obligated to report any suspected child abuse or neglect to the relevant authorities. All staff have received child protection training and will be vigilant to signs and evidence of physical, sexual and emotional abuse or neglect. Full details are available in policy 34 Safeguarding Children on our website

In the case of an allegation made by a child against a member of staff, the procedure listed in the Staff Disciplinary policy will apply.

## **Mobile phones**

We ask that your mobile is not used whilst collecting your child/children.

Children are not permitted to use phones during T-Club and so if your child/children has bought one into school, they must be handed in to the Manager for safekeeping. Full details are available in policy 36 Mobile Phones, Wearable Technology and other Electronic devices on our website.

## **Photography**

T-Club-6 occasionally takes photographs and videos in our club, which can be used for marketing and promotional purposes including on social media. If you would rather your child/children was/were not included in any photographs, please ensure your child details are up to date.

Parent/carers are not allowed to take photographs within the club environment, including pictures of their own children, please see our photography policy for more details.

## **Babysitting**

Any babysitting/care arrangement between parent/carers and T-Club-6 staff is entirely separate from any agreement with T-Club-6.

T-Club-6 does not take responsibility for such private arrangements, although any behaviour that has a negative effect on the business may be considered misconduct and will be dealt with in accordance with the Disciplinary Procedure.

NB: If you have an arrangement with one of our staff members they are **not** permitted to escort your child home at the end of their shift.

## **Compliments and Complaints**

We are always happy to hear feedback from parents. Our club aims to provide the highest level of care.

However, if a parent/carer is unhappy with their child's care, we ask that they inform a member of staff either verbally or in writing. It will be dealt with immediately if possible, by the Manager, and hopefully resolve any issues. If the complaint is unresolved, the Committee will deal with it within seven days. Full details are available in our Compliments and Complaints policy.

## **Data Protection**

T-Club-6 collect 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. T-Club-6 may hold some of your details for future marketing purposes. Please let us know if you do not want to receive future communications from T-Club-6.

For T-Club-6 policies and procedures, please visit [http://www.tclub6.org.uk/policies/policies\\_Index.html](http://www.tclub6.org.uk/policies/policies_Index.html)

Parent/carers must agree to the terms and conditions of our booking system to book with us.

## **Bookings**

Session fees are charged at £14.75 for the first child and £13.75p for subsequent children from the same family.

All bookings must be made through <https://tclub6.magicbooking.co.uk> and 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 by childcare vouchers, credit/debit card, or direct debit.

## **Cancellation notice**

If for any reason you wish to permanently cancel your child's place in the club, one month's notice in writing is required.

It is the account holder's responsibility to cancel sessions

Any booked sessions, which are not attended, will still be charged.

Parent/carers must inform the club by text or email if their child is arriving late to T-Club due to attending another extra-curricular club.

All bookings must be made 24 hours in advance. If your child arrives at the club and you have not booked, your

child will not be accepted and sent back to the school.

It is the parent/carers responsibility to inform the school that your child is attending T-Club-6.

It is the parent/carers responsibility to let the club know of any late cancellations.

### **Payment and Overdue Balances**

Types of payment accepted are Childcare Vouchers, Tax Free Childcare, BAC's payments and credit/debit cards.

When paying by Childcare Vouchers, Tax Free Childcare or BAC's, please use your child's full name as payment reference and note that vouchers will be processed on the 7<sup>th</sup> of each month.

Having an overdue balance may lead to the termination of your child's place within the club.

T-Club-6 will pass any unrecovered fees to an external debt collection agency. Any fees associated with debt collection will be passed on to the debtor.

\*Parents/carers are encouraged to speak to a member of staff or the club manager if they have any query about the fees policy or if, for any reason, they are likely to have difficulty in making a payment on time. Parents/carers are strongly advised to arrange a meeting at the earliest possible opportunity to avoid jeopardising their child's place at the club.