



C/o Reigate Priory School, Bell Street, Reigate, Surrey RH2 7RL
Tel: 07756 713525 Email: manager@tclub6.org.uk www.tclub6.org.uk

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

This agreement is between T-Club-6 Ltd and the parent/carers. No person who is not a party to this agreement has rights under it, except where required by law.

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 legal and regulatory requirements. 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:

- Absent or Lost Children
- Accident, Illness & Emergency
- Admissions & Fees
- Anti-Bullying
- Arrivals and Departures
- Compliments & Complaints Procedure
- Encouraging Good Behaviour
- Food & Drink
- Infectious & Communicable Diseases
- Late Collection of Children
- Mission Statement
- Mobile Phones, Wearable Technology and other Electronic devices
- Partnership with Parents and Carers
- Safeguarding Children
- Suspensions & Exclusion

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.

Online Booking and Account Security

Parents/carers are responsible for ensuring that all information held on their T-Club-6 booking account is accurate and kept up to date, including contact details, emergency contacts, collection permissions, medical

information and dietary requirements. Parents/carers must keep their account login details secure and must not share access with anyone else. Any changes to a child's details, authorised collectors or personal circumstances must be updated promptly through the booking system or communicated directly to the club. T-Club-6 accepts no responsibility for issues arising from incorrect information supplied or failure to update account details.

Bookings

Session fees are charged at £16.25 for the first child and £15.25 for subsequent children from the same family attending on the same night. An early bird discount price of £15.75 and £14.75. is available until 1st September 2026.

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, BACS 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 7th 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. Reasonable costs incurred in recovering unpaid fees may be charged where permitted by law.

*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.

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.

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/carers 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 remains the responsibility of the school or other club and does not become the responsibility of T-Club-6 until he/ she arrives and signs in at the club. If a child fails to attend after leaving school, T-Club-6 will call to inform the parents and will be treated as a Lost Child.

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.

Collection by Unknown or Unauthorised Adults

Children will only be released to parents/carers or adults who have been authorised through the club's booking system or written confirmation. Staff will not allow a child to leave with an unknown or unauthorised person, even if the person states they have permission, unless this has been verified with the parent/carer. Parents/carers must ensure authorised collectors are aware that they may be asked to provide identification. In the event of uncertainty, the child will remain safely supervised until the situation has been resolved.

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 emergency contact list, Social Services will be notified, and the child will be handed over to the Social Services team. An incident report will be filed.

Please see above for late collection charges that will be made.

Parental Responsibility and Family Circumstances

Parents/carers must inform T-Club-6 of any changes to parental responsibility, court orders, residence arrangements or other circumstances that may affect who is authorised to collect or receive information about a child. Where there is a dispute between adults with parental responsibility, T-Club-6 will act in accordance with safeguarding duties and any relevant legal documentation provided. The club cannot become involved in private family disputes but will always prioritise the safety and wellbeing of the child.

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 our Safeguarding Children Policy available 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 have bought one into school, they must be handed in to the Manager for safekeeping. Full details are available in our Mobile Phones, Wearable Technology and other Electronic devices on our website.

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.

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).

Extreme Weather and Emergency Closures

T-Club-6 Ltd monitors weather conditions and official guidance when planning activities and operating the club. During extreme weather conditions, including heat alerts, storms, flooding, snow or other environmental risks,

the club may adapt activities, restrict outdoor play, change arrangements or close temporarily where necessary to protect children and staff. Parents/carers will be informed as soon as possible of any changes or closures. The club will take reasonable steps to continue providing care where it is safe to do so, but the safety and wellbeing of children and staff will always be the priority.

Forced Closures

If T-Club-6 is forced to closed due to circumstances outside our control, 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, we will review each situation fairly and communicate any fee arrangements.

Emergency Closures

If it becomes necessary for the club to close in an emergency, parents will be informed firstly by email and then followed with a phone call as necessary. Emergency closures will also be posted on the club website. It is the parents/carers responsibility to check messages.

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

Immediate exclusion may occur form T-Club-6 where there is a safeguarding risk or serious incident. In other cases, parents/carers will normally be consulted before a decision is made.

This will involve:

- Investigation
- parent discussion
- review period
- appeal/complaint route

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.

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.

Consent is requested on your registration details and will not be used if there isn't consent. You have the right to withdraw consent at any time by amending your details on your registration details.

Photos/videos are stored on the club's password protected laptop and are deleted when consent has been withdrawn or no longer required.

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.

Artificial Intelligence (AI), Digital Content and Social Media

T-Club-6 Ltd recognises that technology, including artificial intelligence tools and online platforms, continues to develop. The club will only use digital tools where they support the safe and effective operation of the club and where appropriate safeguards are in place. Children will not be permitted to use AI tools, online platforms or digital services without appropriate supervision and approval. T-Club-6 will not upload children's personal data, photographs or identifiable information into AI systems unless there is a lawful basis and appropriate consent where required. Parents/carers should also be mindful when sharing information, photographs or content relating to the club or other children on social media.

Cyber and Data Security

T-Club-6 Ltd is committed to protecting personal information and maintaining appropriate security measures for all data held about children, parents/carers and staff. Information collected through our booking systems, forms and communication channels will only be accessed by authorised personnel and used for legitimate club purposes in accordance with our Data Protection Policy and Privacy Notice. Parents/carers should also take

reasonable steps to protect their own account information and should notify the club immediately if they believe their account has been accessed without permission or if personal information has been compromised.

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. Marketing communications will only be sent where permitted under data protection law. Parents/carers may unsubscribe at any time.

For T-Club-6 policies and procedures, please visit 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.

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.

Parents/carers have the right to make a complaint to OFSTED: 0300 123 1231

Writing to: OFSTED Early Years, Piccadilly Gate, Store Street, Manchester, M1 2WD

For safeguarding concerns:

Local Authority Designated Officer (LADO):

0300 123 1650 (option 3)

Surrey Children's Single Point of Access (C-SPA) Team:

0300 470 9100 (Mon–Fri 9am–5pm)

01483 517898 (Out of hours)

cspa@surreycc.gov.uk

Ofsted Whistleblowing Hotline:

0300 123 3155 (Mon-Fri 8am – 6pm)

NSPCC – Whistleblowing

0808 800 5000 help@NSPCC.org.uk