



# Wraparound Care Terms and Conditions

## 1. Introduction

These Terms and Conditions govern the provision of wraparound care services provided by Keston Primary School, located on Keston Avenue, CR5 1HP.

## 2. Services Provided

- Breakfast Club - from 7:30AM to 8:40AM
- After School Club – from 3:15PM to 6:00PM

## 3. Booking

- Bookings must be made **in advance** using the schools Management Information System, Arbor. Children will not be accepted into our wraparound care without a booking; this includes both Breakfast Club and After School Club.
- Breakfast club bookings will only be possible up to midnight on the day before the booking and for After School Club up to 48 hours before the booking. Your account **MUST** be in credit to make a booking.
- Same day bookings will be subject to a same day booking charge and will only be agreed where we have sufficient staff members to supervise. In the event there are no spaces or safe adult: child ratio's, we will be unable to accept the booking and will require the child to be collected at 3:15PM as normal.
- By booking your child(ren) into our wraparound care facility you are agreeing to our Terms and conditions.

## 4. Fees and Payments

- Fees are charged per session and must be paid in advance. No bookings will be accepted where an account is not in credit.
- Fees for advance bookings are displayed in the table below -

Year Group	Breakfast Club	ASC – Early (5PM)	ASC – Late (6PM)
Nursery	£5.50	£14.00	£16.00
Reception to Yr 6	£5.00	£13.50	£15.50

- Please note, due to the high demand, same day bookings will not normally be possible, however, where a space is available, and a **same day booking** is required, fees will be charged as follows:



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Year Group	ASC – Early (5PM)	ASC – Late (6PM)
Nursery	£16.00	£18.00
Reception to Yr 6	£15.50	£17.50

- Late pick-up from After School Club, after 6:00PM will incur a **late charge of £20.00**.

### 5. Cancellation and Refunds

- Cancellations will only be accepted due to extenuating circumstances and must be made in writing at least 24 hours in advance to receive a full refund.

### 6. Attendance and Collection

- Children must be booked in advance in Arbor.
- To use the facilities, children must be dropped off and collected at the door of each location by a nominated adult.
- If a child has not been collected at the end of the school day (3:15PM) and has not been booked into After School Club, we will contact you to arrange for their prompt collection and a same day booking fee will be applied to your account. Should we not be able to make contact, or where your child has not been collected within 30 minutes (3:45PM), in the interests of safeguarding all parties, we will follow our Child Protection policies.

### 7. Health and Safety

- Parents/Carers agree to provide any necessary medical and emergency contact information for any child(ren) attending our wraparound care services.
- Staff are trained in First Aid and Safeguarding Procedures.
- Parents/Carers must inform the school of any medical conditions or allergies and arrange for any prescribed medication to be kept in school if necessary.
- In case of an emergency, staff will act in the best interests of the child and contact Parents/Carers immediately.

### 8. Behaviour Policy

- Children are expected to follow the school's Behaviour policy.



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- Repeated disruptive behaviour may result in suspension or termination of wraparound care services.

### 9. Confidentiality

- All personal information will be handled in accordance with the Data Protection Act 2018.
- Information will not be shared with third parties without consent, except in cases of safeguarding concerns.

### 10. Changes to Terms and Conditions

- Keston Primary School reserves the right to amend these Terms and Conditions and fees will be reviewed annually.
- Parents/Carers will be notified of any changes in writing.

### 11. Contact Information

For any queries or concerns, please contact the school office at –

- **Phone:** 01737 555103
- **Email:** [office@keston.croydon.sch.uk](mailto:office@keston.croydon.sch.uk)