

### **Kites Club Terms and Conditions**

Kites Club is an after-school club which provides fun and stimulating activities for 4 to 11 year olds after the school day finishes. The quality of the care that we provide is important to us, and as such the following terms and conditions will apply to the usage of the club.

#### **Opening Hours**

The Kites After-School Club (hereinafter known as 'The Club') runs daily from the end of the school day until 5.15pm every day. Sessions run in hour long blocks during the day, with either a 1 hour session or a full session. The club will open for some INSET days and school holidays.

#### **Registration and Booking**

Your child needs to be registered with the club before they may attend any sessions. Children who are not registered with the club will be unable to attend the club. Booking forms for the club are available from the school office or online. These booking forms may be filled out termly, half-termly or weekly according to need. Children may attend the club on an ad-hoc basis as long as the parent or carer contacts the school prior to the session starting requesting their child be placed in the club. It is the parent or carers responsibility to ensure that registration details are kept up to date, as the club does not have access to school records and relies on the information that parents or carers provide.

Should parents or carers need to cancel a booking, they will need to contact the school office and inform the school that their child will no longer be attending the session. **All bookings should be made through the school office and not through the club leader.**

#### **Fees**

Fees are charged according to the length of time a child attends the club, either a 1 hour or a full session or part thereof. This means that if a child attends for 1 hour and 20 minutes, the parent or carer will be charged for a 2 hour session. Fees are listed on the booking form for each of the sessions. Fees are payable in advance of the sessions that you wish your child to attend. If a child attends a session on an ad-hoc basis, parents or carers are expected to provide payment within 7 days before an email reminder is sent out. Regretfully, the club is unable to extend credit or provide sessions or parts of sessions free of charge. If a family is undergoing hardship, an application may be made in writing to the headteacher requesting a reduction in club fees. This is not a guarantee that fees may be reduced, and each case will be judged in an individual capacity by the headteacher. Her decision is final and no further correspondence will be entered into.

If fees for ad-hoc attendance remain unpaid, the school will formally write and request payment and may deny access to the club for your child.

Should a parent or carer wish to change their booking form once it has been processed, they will need to contact the school office. No refunds will be given once the forms have been processed, unless in special circumstances, and then it will be at the discretion of the Headteacher.

#### **Safety-arrival and departure of children to and from the club**

Children's safety and wellbeing is of paramount importance to us, and as such, rigorous measures are in place to ensure that your child is well cared for and safe in the after-school club. Children who attend the club from Ibstone CE Primary School will be signed in by the club leader. Children who attend the club, but not the school, will need to be brought to the club, where they will be signed in by the club leader. The club will take responsibility of your child once they have been signed into the club. A child will need to be signed out of the club at the end of the session by a parent/carers before they will be allowed to leave the school premises. Children will not be allowed to leave with adults who are not known to the play leader. It is the responsibility of the parent or carer to ensure that their child is collected from the club promptly. If a child is collected after the end of their booked session, parents or carers will be charged £5 for each 15 minutes late. If no one arrives to collect your child, the play leader will in the first instance call you on the number you have provided on the

registration form, then, if you cannot be contacted, the emergency contact you have provided on the registration form.

### **Safety-Health and Safety**

Everyone involved with the club has a responsibility to ensure the safety of others. At their first session, your child will be made aware of the boundaries and rules in place in the club, and all other matters that may affect their health and safety at the club. This will be regularly revisited with all children attending sessions at the club. In the event of the premises being unsuitable for the club to use, you will be contacted and asked to collect your child. At least one member of club staff on duty will have a current First Aid qualification. If your child is injured, it will be recorded in an accident book, and you will be informed. If the injury is severe, you will be contacted immediately, if the injury is slight, you will be informed at pick-up. Smoking is not permitted anywhere on the school premises.

### **Child Protection**

The welfare of the children in our care is paramount and as such the club has a full Child Protection policy and procedure in place.

### **Equal Opportunities**

We welcome all children at the club and value all children equally. We will always work to accommodate the needs of children in our care, and will never tolerate discrimination in any form.

### **Special Needs**

We are committed to full inclusion. If your child has special needs, we will discuss your child's needs with you before your child starts at the club. Activities and events will be adapted to insure full inclusion for all children.

### **Complaints**

If you are unhappy about a club matter, in the first instance it would be appropriate to approach the play leader. Complaints will be logged on a complaints form. If the matter remains unresolved, a formal complaint may be lodged according to the school's complaints and grievances policy. This policy further outlines the procedures that may be followed in the case of an unresolved complaint. The complaints policy may be found on the school website, or a hard copy may be viewed in the school office.

### **Medicines**

Medicines may not be administered by staff. Emergency treatment/ medication, such as epi-pens, asthma inhalers and suppositories will only be administered by staff members who have received the appropriate training. If your child has special medical needs, please inform a club staff member on the registration form, in order to allow us to arrange for training to occur before your child begins sessions with the club.

### **Behaviour**

The club aims to provide a happy and purposeful environment within the Christian ethos of the school. We follow the guidance on behaviour management as is laid out in the school Behaviour policy. This policy is available on the school website, and hard copies may be viewed in the school office.

### **Confidentiality**

Information about a child (including the registration form) is kept secure and confidential. Club staff will not discuss a child with anyone but their parent or carer, except in the case of a child protection concern being raised, where it would then be appropriate for club staff to speak to the school's Designated Person, and possibly Social Services or the police. The club complies with the Freedom of Information Act.

### **Feedback**

We welcome feedback from everyone involved with the club and strive to improve our service based on the feedback we receive from our stakeholders.