



ADDITIONAL TERMS & CONDITIONS

We at Krazy Kids (KK) would like to take this opportunity to welcome your child to our After-School club.

In order to start the process, we require a "Registration of Interest" form to be completed. This triggers the start of the registration process and allocates your position on our waiting list if our current sessions are full. Please note this IS NOT an offer of a place.

Following this, we require three forms to be completed which can either be downloaded from the school website from the Krazy Kids tab or collected from the forms section in reception. These can also be emailed to you on request. The forms required are:

- Contract: agreeing the sessions to be attended incorporating the Main Terms and Conditions and these Additional Terms and Conditions. By completing these you agree to all these T' & C's.
- Child Information Sheet: informing us of all emergency contact details and medical information. Please note we need someone other than yourself as an emergency contact as well as a Password.
- Consent Form: giving us approval to carry out our specific duties on your behalf.

Admissions

KK is an After-School Club, term time only, registered with Ofsted and based at Bure Park Primary School available to pupils at the school. We have grown significantly and subsequently now operate a waiting list on a first come first served basis. A completed registration of interest is your guarantee of your position/priority on the waiting list. We are now in a position to accept these forms for the following school year for new pupils. We require a completed set of registration forms for your child before they can attend the club. This information will be treated as confidential and will be stored appropriately. Please note "Re-enrolment for September" is now NO LONGER required at the end of the summer term. Your contract is now a rolling contract and will continue indefinitely unless otherwise advised by you following our amendment procedure. At this point you will be issued with a "Contract Amendment". To secure your child/children's place all forms need to be completed and returned by the deadline.

You must give a **term notice of termination of your place**. If you need to change the days that your child attends, please contact Clare Mather – Allkins either during session or email on krazykids@bureparkprimary.org. We try to accommodate such changes wherever possible for the following term. We do not adjust contracts or take new registrations mid-term.

Payment of fees.

The current fees are £4.50 per child for breakfast per session, £13.00 per child for after school session. The price per session per child applies to all children. Our fees are made up of (include) cost for the hire of the facilities, staffing and training, food and utilities, activities and resources this is not an exhaustive list.

Invoices for each term are to be paid in advance except for the first Term 1 September which will be issued the first week of the new school year with a 4-week payment window. A payment deadline date is stated clearly on each termly invoice. Please ensure payments are CLEARED by this date. A late payment fee of £5 will be applied for all payments cleared after the deadline date. A polite reminder will always be sent out during the final payment week. Other than the first invoice, each following invoice will be issued in advance at the end of the previous term with a payment window of 4 weeks. This gives plenty of opportunity to make sure it is paid. Please discuss any financial

issues with Helen Pool the school bursar. Late payments will incur a charge as stated in the contract and runs the risk of your child losing their place in the club.

We cannot accept cheque or cash. Please pay either via your Tucasi/SCO pay account or a variety of childcare vouchers schemes including Tax Free Childcare TFC.

If you are a new starter you need to request a unique login code from the office in order to set up your SCO pay account. This will make tracking your Krazy Kids account easy and clear.

Please either speak to Clare at KK or our Bursar Helen Pool in the office if you need any assistance with Voucher schemes. If you could kindly forward your payment confirmation to us it will help us immensely in tracking your payments and would be very much appreciated.

Just to reiterate, all sessions are charged for whether your child attends or not. If you wish to decrease your sessions or with-draw your child/children from the club, **a terms notices is required (with a minimum of 4 weeks before the end of the current term)**. This allows the club to manage the waiting list and session allocations and allows parents on the waiting list to also make the necessary arrangements required.

Krazy Kids will also give you, the parent/s, a term notice of intention to withdraw the childcare provision.

Our School Term Dates can be found on the school website under the Calendar option.

Please take note of the early finishes at the end of each full term as you will need to make alternative childcare arrangements for these dates and you will not be charged for these, Bank Holidays or inset days. We are a term time only provider.

Please also note KK are unable to offer refunds for events deemed out of their control which result in school closures such as snow days or other serious incidents.

Breakfast Club.

Doors open to the children at 8am. A healthy breakfast is served until 8.30am. Please note children arriving after this time will not have time for breakfast. A member of staff will escort the reception children to school at 8.45/50. All other children will make their own way to class. Staff will be available from 7.30am.

After School Club Session.

Begins at 3.05pm. Reception children are collected by a member of the KK team. Year 1 children are escorted by a member of staff. All other children make their own way to the club. On arrival, they are registered by a member of staff. They organise their belongings, wash their hands and then relax with a healthy snack including fruit/ vegetables and a drink. Various activities are set up within each area for the children to choose. A healthy tea and pudding is provided between 4.15-5.00pm, encouraging children to chat with their peers about their school day on the snack tables set up. Following tea, the children continue to choose from a variety of activities and crafts until collection. Our session ends at 6pm.

Arrivals and Departures.

A register is taken for every session when children arrive in our care. You must sign your child in every drop off and sign them out at every collection. We will not release your child into the care of a person unknown to us without your prior authorisation. All these details are on the forms you complete on registration.

All children must be collected by someone 16yrs and above. Photo ID is required and your password for Safeguarding reasons. Your cooperation in this is appreciated.

Please advise us as soon as possible regarding any late collections or temporary changes e.g. your child will not be attending due to an appointment or family activity etc. Even if you have informed the school, you still need to notify us as the information does not automatically get passed to us. We are unable to care for children who are unwell. If your child becomes unwell whilst at the Club, we will contact you and ask you to decide if you want to collect. Please inform the Leader of any infectious illness your child contracts.

If your child has had sickness or diarrhoea, please do not send them to the Club for 48 hours after the illness has ceased. See our Illness and Accidents Policy for more details.

Late collection/fees

Please note there are late collection charges, £10 for every 15 minutes late per child. If your child/children remain uncollected after 6.30pm (30 mins after the club closes) and you have not warned us that you will be delayed and we have been unable to reach you or any of your emergency contacts, we will follow our "Uncollected Children Policy" and contact the social care team.

Taster Session/Induction

If this is the first time at the club, please feel free to arrange a taster session for you and your child to visit us and experience part of a session with us. These will be booked in from 3.15 – 3.45 for 30 minutes. For new children joining the club, time will be set aside during their first session for an induction. We will introduce the Club's health and safety issues, fire alarms, rules and routines (including snacks, tea time, activities, collection and behaviour). They will be introduced to staff and the other children. They will sign our club contract agreeing they accept and understand our rules. These contracts are on display around the club and form the basis for our Behavioural Policy.

Safeguarding / Equal Opportunities / Special Needs

At KK, we aim to provide a safe, secure, relaxed and caring environment and a smooth transition between school and the Club. We comply with local and national child protection procedures and ensure that all staff are appropriately trained. Please see the notice board for all staff training details. (For more details see our Safeguarding Policy) We are free from discrimination, for everyone in our community including children with additional needs. We make every effort to accommodate and welcome any child with special needs. We will work in liaison with parents or carers and relevant professionals to fully understand your child's specific requirements. We will endeavour to accommodate all children of all abilities, whilst working within the Club's limitations. Each case will be considered individually and risk-assessed to ensure everyone's safety. Our staff training programme includes specific elements relating to children with special needs. We respect the different racial origins, religions, cultures and languages in a multi-ethnic society so that each child is valued as an individual without racial or gender stereotyping. We will challenge inappropriate attitudes and practices. We will not tolerate any form of racial harassment. (For more details see our Equal Opportunities Policy).

Accidents and first aid.

Every precaution is taken to ensure the safety of the children always and the Club is fully insured. Our staff are trained in first aid/Epipen and a first aid kit is kept on the premises. If your child has an accident whilst in our care, you will be informed when you collect your child. If serious we will contact you immediately. An accident form will have been completed which you will be required to sign. You will receive a copy for your records and we will keep a copy for ours. For full details, see our Illness and Accidents Policy.

Medication.

Please let the Manager know if your child is taking prescribed medicine. If your child needs to take medicine whilst at the Club you will need to complete a Permission to administer medication form in advance. See our Administering Medication Policy for more details.

Behaviour

Behaviour (children) – Children and staff have created rules for acceptable behaviour whilst at the Club. These are displayed at the Club for everyone to see. We have a clear Behaviour Management Policy. The Club promotes an atmosphere of care, consideration and respect for everyone attending: children, staff and visitors.

We encourage appropriate behaviour through: praise for good behaviour; emphasis on cooperative play and sharing; talking to children with the courtesy that we expect from them and engaging children in activities. The Club has procedures for dealing with unacceptable behaviour. We recognise that poor behaviour can occur from time to time for reasons that are not always evident, or because of special needs. We will try to be flexible to accommodate such cases. However, if your child is violent, or if their behaviour poses an immediate danger to themselves or to others, we will require you to collect them from the Club straightaway. In exceptional circumstances, and only when all other attempts at behaviour management have failed, we reserve the right to permanently exclude a child from the Club. As a general rule if your child has received 3 Incident reports due to behaviour within a rolling year a “written warning” will be issued by the club. If a 4th were then to occur your child will automatically lose their place. Incidents remain in place for a rolling year. See our Suspensions and Exclusions Policy for full details.

Behaviour (adults) – We will not tolerate from any person, whether a parent, carer or visitor: bullying; harassment, aggressive, confrontational or threatening behaviour; or behaviour intended to result in conflict. Our Club is a place of safety and security for the children who attend and the staff who work here, and we reserve the right to ban anyone exhibiting inappropriate behaviour from our premises. (See our Behaviour Policy for more details).

Activities

We offer a wide range of activities to reflect the interests of the children in our care. We have the use of numerous spaces both indoor and out within the school and its grounds. Our club follows the Play work Principles (http://www.skillsactive.com/PDF/sectors/Playwork_Principles.pdf) which encourages children to choose activities and resources as they wish and be creative in the way they play. We also plan weekly craft activities relevant to either calendar events or a curriculum focus.

Staff

The Club is led by Clare Mather-Allkins whom is qualified to Level 3. She has worked as a TA since 2010 and has qualified as an HLTA. She is paediatric first aid trained and a qualified designated safeguarding lead. All our staff have significant experience of working with children and undertake professional development training. All are DBS checked and work within the school. We maintain a staff ratio 1:8. If you have a query or concern at any time, please speak to a member of staff at the club when you collect your child. If you prefer to arrange a more convenient time for a meeting please speak to Clare during session alternatively email her on krazykids@bureparkprimary.org or ask any other member of staff.

Contacting us during session times:

This can be done by either phoning the Krazy Kids mobile on Tel. 07379 416133 which will be on for the duration of the session, alternatively, phone through to the school office on 01869 354059 and wait for the option to be put through to the kitchen ext. 3.

Contacting us out of session times:

During the school day, messages can be left with the school office or on the KK mobile ready for us to collect when we begin a session. Alternatively email us on krazykids@bureparkprimary.org. with any general queries and we will endeavour to reply as soon as possible but may take up to 48 hours. Could you kindly provide Krazy kids with a current working email address so communications can be done via email and reduce the use of paper. Please bear in mind, staff at Krazy Kids also work during the school hours so it is not always feasible to reply in the day. Emails

received after 6.30pm will not be seen or responded to until the following day. Please do not expect emails to be responded to over the weekend, these will be looked at on Monday. Staff follow the same holiday schedule as school and will respond to any requests on their return.

Krazy Kids is CLOSED during all school holidays and will not respond to emails. Please ensure any requests for joining the club or making changes etc are done before the school closes.

Lastly, it would be very much appreciated if you could kindly refrain from discussing Krazy kids issues with staff whilst off duty or approaching staff outside of the school grounds. We are always happy to chat during or after a session and are happy to arrange a scheduled meeting if required.

Food.

The food we provide at the Club is not intended as a substitute for a main evening meal although it is substantial and children can eat a lot. Please discuss with your child on collection as to whether they are still hungry. We promote independence, by encouraging the children to set up and to clear away after themselves. Fresh drinking water is available always. We meet individual dietary requirements and parental preferences wherever possible. We recognise the importance of health nutrition for children delivered in a calm, friendly setting. A menu is available on our notice board also to download via the school website. Suggestions are very much always welcome.

Complaints procedure.

If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak to Clare or any other member of staff. Verbal complaints will be brought to the next staff meeting for discussion and action. All written complaints will be dealt with in line with the School's Complaints Procedure. A full copy of our Complaints Policy is available on request and can also be found on the School website.

Pledge to Parents.

We value our relationship with parents/carers and are committed to working in partnership with you to provide top quality play and care for your children.

We will:

- Welcome you always to discuss our work; have a chat or take part in our activities
- Keep you informed of opening times, fees and charges, programmes of activities, menus and procedures.
- Be consistent and reliable to enable you to plan with confidence and peace of mind.
- Share and discuss your child's achievements, experiences, progress, and friendships.
- Be available to discuss decisions about running the club.
- Ask your permission for outings and special events.
- Listen to your view and concerns to ensure that we continue to meet your needs.

We are currently working to make all Policies available on the Bure Park Primary School website and we will keep you informed of our progress. In the meantime, if you require any further information, please speak to a member of our team.

All data is confidential and treated and stored accordingly. Please refer to the School website for our GDPR policy.

Kindest regards,

Clare on behalf of the KK Team.

Clare Mather Allkins
Krazy Kids Leader.