



### **Frieth Falcons Wraparound Care Facility**

#### **Terms and Conditions**

Frieth Falcons is an after-school child care facility 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 facility.

#### **Opening Hours**

Frieth Falcons runs daily from 3:15pm until 6.15pm every day, in term time only.

Frieth Falcons is separate from the after school activity clubs run by volunteers and outside sporting partners.

#### **Registration and Booking**

Your child needs to be registered with the facility before they may attend any sessions. Children who are not registered with the facility will be unable to attend. Booking forms for the facility are available using the school online booking system. Online booking will be available on a half-termly basis. It is the parent or carers responsibility to ensure that registration details are kept up to date, as the facility does not have access to school records outside of normal school office hours and relies on the information that parents or carers provide.

Should parents or carers need to cancel an individual session, 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 facility leader.**

#### **Ad Hoc Bookings**

Dependent on spaces available, children may attend the facility on an ad-hoc basis as long as the parent or carer has already completed the registration form and contacts the school prior to lunchtime on the day of the session starting requesting their child be placed in the facility. Payment should be made by cash or cheque in advance where possible, or given to the play leader on collection. If fees for ad-hoc attendance remain unpaid, the school will formally write and request payment and may deny access to the facility for your child.

#### **Fees**

Fees are charged according to the number of sessions a child is booked to attend the facility. Fees are based on £15 per session. Fees are payable in advance of the sessions that you wish your child to attend. Regretfully, the facility 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 facility 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.

Pupils who attend other after school clubs will still need to pay for a full session for their space to be held as the staff ratios are based on the pupil numbers for the entirety of the club, not by hour.

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 facility**

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 facility. Children will be signed in by the facility leader before walking to the village hall where the provision will be based. The facility will take responsibility of your child once they have been signed into the facility. A child will need to be signed out of the facility 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 facility 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.

### **Health and Safety**

Everyone involved with the facility 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 facility, and all other matters that may affect their health and safety at the facility. This will be regularly revisited with all children attending sessions at the facility. In the event of the premises being unsuitable for the facility to use, you will be contacted and asked to collect your child. At least one member of facility 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 facility has a full Child Protection policy and procedure in place.

### **Equal Opportunities**

We welcome all children at the facility 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 facility. Activities and events will be adapted to insure full inclusion for all children.

### **Complaints**

If you are unhappy about a facility 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 facility staff member on the registration form, in order to allow us to arrange for training to occur before your child begins sessions with the facility.

### **Behaviour**

The facility 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. Facility 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 facility staff to speak to the school's Designated Person, and possibly Social Services or the police. The facility complies with the Freedom of Information Act and the General Data Protection Regulations 2016 (GDPR).

### **Feedback**

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