

Riverboats Wrap-around Care, Upton-upon-Severn CofE Primary



Terms and Conditions

BEFORE WE CAN ACCEPT YOUR BOOKING, YOU MUST READ AND AGREE TO THE FOLLOWING TERMS AND CONDITIONS OF THE CLUB

- Your child must be registered with Upton upon Severn CofE Primary and Pre School before bookings are made, even if you only intend to use the club occasionally.
- Sessions are to be made online through the Teachers2Parents app
- Bookings can be made/cancelled up to midnight the night before.
- Emergency on the day bookings can be made if there are spaces available. Please email 'riverboats@uptonuponsevern.worcs.sch.uk' adding subject 'Wrap around Care'
- All bookings must be made in advance on the app
- If a session is cancelled after midnight the day before, the full rate will be charged 'Cancellation Timescale'. Exceptional circumstances for short notice cancellation may be considered at the discretion of the Lead Supervisor.
- All sessions booked are payable on booking. Emergency on the day bookings are to be paid for within 12 hours. Failure to do so may result in further emergency bookings not being made.
- If you pay by childcare vouchers, please email riverboats@uptonuponsevern.worcs.sch.uk with a copy of the remittance voucher showing the voucher company name and the amount to be used. Please also indicate which wrap around care service this is to be credited to, e.g. breakfast club/The Moorings and against which child, if you have more than one child that usually attends wrap around care. A credit for the voucher amount will then be placed on your account to enable you to book sessions against that amount.
- You must inform us, preferably in writing, if anybody else, other than those listed on your child's records, will be collecting your child.
- Anyone picking a child up **MUST** ensure a staff member has signed their child out with the time of leaving.
- Parents must inform the wraparound Co-ordinator of any change of address, contact phone numbers or changes in medical conditions.
- In an emergency, trained staff will administer first aid, and accompany them to hospital if required.
- Staff will administer medicine such as those provided for asthma, diabetes etc. Staff will administer prescription only drugs, providing the correct consent forms have been completed in the school office.
- Children who are ill must not attend the club and in the event of sickness or diarrhoea must be off for 48 hours after the sickness or diarrhoea has finished.
- Parents should park in School Lane, Gardeners Walk or the library car park and use the designated entrance in Price's Lane when collecting their child(ren) from the club. Please do NOT use the staff car park or Price's Lane (unless you have a disability-parking badge to use the disabled space).
- If your child is ill whilst at the club, staff will contact you to collect your child.
- Please do not arrive late to collect your child. Children can become distressed if they think they have been forgotten. If lateness is unavoidable then please telephone us on 01684 592259 (option 2).
- If your child is collected after 5.00pm a late fee of £5.00 per 15 minutes will be charged.
- The wraparound Co-ordinator may have to contact the Police and/or Children's Services if a child is left for more than 45 minutes without prior consent and ALL emergency contact numbers have failed to establish a link with the family.
- Any concerns should be referred to the wraparound Co-ordinator and/or Head Teacher in the first instance.
- Should you wish to make a formal complaint about Riverboats wraparound care, please follow the school complaints policy and procedures.

- All behaviour issues will be dealt with in line with the school behaviour policy. Should the need arise; issues with children will be brought to the attention of their parents and/or Head Teacher. If an issue cannot be resolved satisfactorily then in exceptional circumstances a child may be asked to leave Riverboats wraparound care.
- All children will be registered by the Lead Supervisor upon their arrival at the club. The Lead Supervisor and Supervisors will adhere to all Upton-upon-Severn CofE Primary and Pre School policies along with relevant legislation such as: *Disability Discriminations Act, Race Relations Act, Sex Discrimination Act, Children's Act, Data Protection Act and adheres to other school policy and procedure such as Safeguarding and Bullying*. The policies will be kept on our website and paper copies can be obtained from the school office.
- We are Riverboats wraparound Care. During your child's time with us, we will gather and use information relating to you and your child. Information that we hold in relation to individuals is known as their "personal data". This will include data that we obtain from you directly and data about you that we obtain from other people and organisations. We might also need to continue to hold your personal data for a period of time after your child has left. Anything that we do with an individual's personal data is known as "processing".
- Our privacy policies, which can be found on our website uptonprimaryschool.education, sets out what personal data we will hold about you, why we process that data, who we share this information with, and your rights in relation to your personal data processed by us.
- Riverboats wraparound-care charges are detailed below; these charges are subject to change. The School's Governing Body will give at least half a terms notice of any changes to the prices listed below.

COSTINGS (from 1st September 2023)

Breakfast Club - from 7:30am – 8.35am

- Breakfast will consist of cereal, waffles, pancakes or toast with a selection of spreads and a drink. We will endeavour to cater for all special dietary requirements as are notified to us.
- At the end of the breakfast club session the children will be sent to their classrooms at 8.45am; Nursery and Reception children will be taken to their classrooms.

After School Club - from 3:05pm – 5.00pm

- A snack and drink will be provided straight after school.
- There will be a range of activities at the After-School Club which may include film club, water fun, board games, sport, play and (weather permitting) outdoor activities. We will also provide an area for reading and homework.

SESSION	FROM	TO	COST OF SESSION PER CHILD
Breakfast club	7.30am	8.45am	£5.00 - light breakfast served up to 8.15am
The Moorings (after school club)	3.00pm	5.00pm	£10.00 - to include a snack and drink