

# Treehouse Before & After School Club

## Terms and Conditions

These terms and conditions relate to the running of Treehouse Before & After School Club and form part of the agreed contract between the parent/carer and the school.

Nothing within these terms and conditions affects the parent/carer's statutory rights.

### Bookings

Bookings can be made by contacting Treehouse directly via email ([treehouse@tarporleyce.cheshire.sch.uk](mailto:treehouse@tarporleyce.cheshire.sch.uk)) or mobile (0751 844 7680). Emails and messages will only be responded to between 7.45am - 8.30am and 3.00pm - 5.45pm. Sessions must be booked by 4pm on the previous Friday.

### Changes to booked sessions/cancellations

Cancellations can be made up to 7 days before a booked session. A full refund will be given for sessions cancelled within this timeframe. Non-attendance at any sessions which were not cancelled within the given timeframe will be charged at the full rate.

### Payment of fees

Fees are payable via ParentPay, our online payment system. We also accept Childcare Vouchers, please let the office know if you wish to use this method of payment.

The fees for 2024-2025 are:

- **Before School Club - £5.00**
- **After School Club Early Session available from 1<sup>st</sup> January 2025 (until 4.30pm) £6.50**
- **After School Club Full Session (until 6.00pm) £12.00**

When you have signed and returned the documentation you enter into a contract with the school. In the event of missed days due to sickness, holidays or any other reason, fees will not be refunded.

If a debt is outstanding after one month from the date of issue of invoice, your account will be referred to the Headteacher. We reserve the right to withdraw your child's place at this point.

After a further 30 days your account may be referred to our collection agency in order to retrieve the outstanding fees plus expenses incurred.

We are sensitive to parent/carer's circumstances, therefore please contact the School Bursar or Headteacher if you are experiencing financial difficulties.

## **Increases in Fees**

Tarporley CE Primary School reserves the right to review fees annually. These will be effective from the 1<sup>st</sup> September.

## **Opening times**

Before-school Club operates during term-time from 7.45am to the start of school day.

After-school Club operates 3.20pm – 6.00pm Monday to Friday.

On the last day of each term when school finishes at 1.30pm, the Treehouse session will run from 1.30pm – 6pm at a cost of £12.

Planned closures will be notified in advance.

Unplanned closure due to circumstances beyond our control cannot be refunded e.g. due to adverse weather. However, please be assured that Treehouse will only close in the event of exceptional or extreme circumstances or when there is a serious concern for the wellbeing of children and staff.

## **Illness**

The school office should be informed before 2pm if your child is not attending the afternoon session of Treehouse for whatever reason.

We reserve the right to administer basic first aid and treatment where necessary. Parents will be informed of any accidents. Treehouse will only administer medication in line with the school's Administration of Medicines policy.

Please do not send your child to Treehouse if they are unwell. If your child is unwell, please keep them at home until your doctor confirms any risks of infection have gone.

In the case of sickness and diarrhoea, this would be a period of 48 hours after the last episode.

Your child may be requested to be withdrawn if they are suffering from any contagious illness and there remains a danger that other children may contract the illness.

Please advise us of any infectious ailments. If necessary, all parents will be informed via the school messaging service.

Parents are requested to inform Treehouse in writing of any changes to their contact information. It is vital that we have correct and up to date contact details. It is the responsibility of the parent/carer to ensure that they keep us informed of all changes immediately and in writing.

Parents/carers are also asked to inform Treehouse of any childhood ailment, illness or disabilities.

## **Allergies, asthma, medical conditions**

Parents/carers must inform Treehouse immediately and in writing if their child has or develops an allergy, asthma or any other medical condition.

Parents/carers must provide Treehouse with the full information regarding the condition and treatment in writing.

As the number of children with nut allergies is on the increase we ask parents to support us in the aim to keep Treehouse a nut friendly environment. Parents are asked not to send food or empty food packaging that may have contained nuts. We also request parents not to use creams, sun creams or oils etc. on their child that may contain nut oil as this may have severe consequences for another child or a member of staff.

## **Holidays**

Holidays taken during your contractual sessions will be charged at the full rate.

## **Data Protection/ Photographs**

Information provided for use by Treehouse will be shared with Treehouse staff and school and will be subject to data protection in line with the school's privacy notice for pupils. Photographs may be taken and used for promotional purposes or uploaded to the school website including Twitter. If you do not wish your child to be included in these photographs, please indicate this on the consent form at the time of application.

## **Child Collection**

All children must be collected by an adult over the age of 16 years. We will only allow your child to leave with an appointed person. If someone other than the appointed person is collecting your child, please telephone in advance. We may require evidence of the person's identity on arrival or a password.

Treehouse finishes at 6pm. It is important that your child is collected on time.

## **What if I am late collecting my child from Treehouse?**

If you are later collecting your child/children from Treehouse than the original time slot which you have already paid for, then there will be an additional charge. Charges are as follows.

| <b>Original Paid Pick Up Time</b> | <b>Additional charge</b> |
|-----------------------------------|--------------------------|
| 4.30pm - LATE                     | £5.50                    |
| 6.00pm - LATE                     | £15 per every 15 minutes |

Please contact Treehouse via the school office before 3:20pm or by telephoning Treehouse directly thereafter if you know you are going to be late.

Extenuating circumstances will be taken into consideration.

### **Behaviour and Conduct**

Treehouse staff will at all times maintain a courteous and professional attitude towards children, parents and carers and other staff.

We will not tolerate staff being spoken to in an abusive or threatening manner by parents, carers or children. Such behaviour may result in the termination of a place.

We will support parents/carers in managing children's disruptive or inappropriate behaviour. However, if your child's behaviour is deemed by the Headteacher to be unacceptable or endangers the safety and wellbeing of other children, we may require your child to be withdrawn for a period of time. During this period, we will address any problems with parents/carers.

Please also see the school's Behaviour Policy for more details.

### **Safeguarding Children**

Please see the school's Safeguarding and Child Protection policy on the school website for further details.

### **Liability**

We accept no responsibility for children whilst they are in their parents' care on school premises i.e. prior to arrival or after collection.

- We will endeavour to keep parents' and/or children's property in good order.
- Liability for damage of such property is excluded except when caused by our negligence.
- Treehouse does not accept responsibility for accidental injury or loss of property.
- We maintain those insurances required by law.

### **Property and belongings**

Please refrain from bringing in personal property to avoid risk of loss or damage.

### **Termination**

We may immediately end our contract with you if you fail to adhere to agreements made by you to clear outstanding fees; if the parent/carer has behaved unacceptably; or if a child's behaviour at Treehouse is deemed by the Headteacher to be unacceptable or endangers the safety and wellbeing of the other children.

Reviewed November 2024