



Listen, Love, Learn

At Our Lady's –

We are inspired, strengthened and encouraged by our Catholic faith.

We place Jesus at the centre of everything we do and say, **listening** to Him with our hearts.

We spread **love** everywhere we go, valuing and caring for each other.

We strive to be the best **learners** we can, using and celebrating our God given gifts.

"For he who is mighty has done great things for me, and Holy is his name" Luke 1: 49

IMPORTANT – please read

The payment of any invoice relating to a child attending any extended services in 'The Den' confirms that the parents/guardians of that child have read, understood and agreed to comply with the following Terms and Conditions.

1. Aims

(a) Our aims: We aim to provide a high quality service, rooted in the Catholic ethos of the school, which meets the needs of both parents/carers and children. For parents/carers this means knowing that your child is safe and happy in a club that is reliable and offers a consistent service. For a child this means an environment that is safe, supportive, encouraging, challenging, a place to be with friends and make new ones, try out new activities, to relax, to have fun and enjoy. Parents/carers are expected to give their support and encouragement to the aim of The Den Breakfast club and to uphold and promote its good name and to ensure that appropriate standards of punctuality, behaviour, discipline and hygiene are maintained.

(b) The child's health: Parents/carers must inform The Den Breakfast club if the child has any known medical condition or health problem or has been in contact with infectious diseases. Parents/carers must comply with the exclusion guidelines set by the Health Protection Agency that are displayed in the school office and a child must not be brought to The Den Breakfast club if unwell. It is the parents' responsibility to ensure that dietary needs and allergies are kept updated on the school records.

2. Parents/carers authority

(a) Welfare of the child: The parents/carers authorise The Den Breakfast club to take all necessary action to safeguard and promote the welfare of the child. Parents/carers consent to use such physical contact with children as may be lawful, appropriate and proper to provide comfort to a child in distress or to maintain safety and good order. Parents/carers consent also to emergency medical treatment, including surgery and/or general anaesthetic, if certified necessary by a doctor and if parents/carers cannot be contacted on the emergency numbers provided in time. The contact details retained in school will be used. It is the parents'/carers responsibility to ensure that all contact numbers up to date and valid.

(b) Accidents: All accidents that staff are made aware of are documented in an accident book and reported to parents/carers. We will use the schools first aid sticker system.

(c) Loss of property: The Den Breakfast club will not be liable for loss of property brought onto the premises by parent/carer or child.

3. Entry to The Den Breakfast Club

Registration: Once a booking form has been completed and returned to us a child will be registered with our service.

(b) Booking a regular place: A place can be booked by completing an online booking form on the wrap around care page on the school website. Regular bookings can only be accepted if attendance is requested every week. Bookings following a work rota need to be made via contacting theden@olqoh.com Once a place has been booked a charge will be incurred for that place unless the cancellation policy has been followed. (See clause 5a). Please email theden@olqoh.com regarding changes, bookings, cancellations. Bookings do not automatically carry forward to the next academic year. If a regular user of the Den, the new booking link will be sent to you and it is the parents responsibility to ensure that this form is completed. Confirmation emails will always be sent to parents following receipt of a booking form.

(c) To book an adhoc place: please use the online form on the school website. Places will be reserved if available and

payment will be required to reserve the session requested. Refunds will not be allowed should the place be cancelled after it has been confirmed. If you give under 48 hours' notice, your request may not be processed in time. Please do not attend unless confirmation has been received by email and payment made. Adhoc places are non-refundable once paid.

(d) Standard terms and conditions: Reasonable changes may be made from time to time to these standard terms and conditions and to the level of fees. Notice of any changes will be given in writing as soon as practicable.

(e) Termination of the Contract: A child will leave The Den Breakfast club when s/he leaves Our Lady Queen of Heaven Primary School. A child will no longer be registered with our service if they have not attended for eight weeks.

4. Fees and Extras

(a) Items Covered: Fees cover meals and snacks. Extra-curricular activities may be charged separately and will not be refunded or waived.

(b) Payment of Fees and Extras: A payment request will be raised in ParentMail and must be paid IN ADVANCE each month or term (as accepted by the parent by completing a booking). Children will be excluded from The Den Breakfast club at any time when fees are unpaid after reminders. Payment can be made by ParentMail, Government childcare tax free account payments, bank transfer or Childcare voucher payment. Parents should email theden@olqoh.com if payment is made by any other method than ParentMail to advise of which payment method has been used.

(c) Responsibility for Payment: Fees are the responsibility of each person who has signed the Booking Form or who has parental responsibility for the child.

(d) Sibling discount – this is not offered, each child incurs the same daily charge.

5. Cancellation, Withdrawal and Fees in Lieu

(a) Cancellation policy: If parents/carers do not wish their child to attend a session they must notify The Den Breakfast club **at least four full working weeks in advance**. Failure to do so will incur payment in full, whether sessions were attended or not. Bookings cannot be regularly cancelled where the demand in the Den means parents have been turned away due to maximum capacity. **Fees will not be waived through absence or sickness. Adhoc places booked will not be refunded should the places be cancelled by the parent once confirmed/paid.**

(b) Removal: Parents/carers may be required to remove the child temporarily or permanently if the conduct of the child is unacceptable and it appears to the Supervisor that the continued presence of the child is incompatible with the interests of The Den Breakfast club. **Any unused fees will be refunded.**

(c) Safety measures: Failure to comply with reasonable staff requests (without a medical exemption note) will lead to bookings being cancelled.

6. General Conditions

(a) Disclosures: The school must be notified in writing immediately of any changes in contact details or family situations, Court Orders or situations of risk in relation to the child for which any special precautions may be needed.

(b) Child Protection: The Manager has a duty to report any significant concerns s/he might have about the safety/well-being of a child to social services, using the schools Child Protection policy and procedures as laid down by the local Safeguarding Board.

(c) Confidentiality: Parents/carers agree to inform The Den Breakfast club of any information's necessary to safeguard or promote their child's welfare or avert the risk of harm to their child or other person. The Den Breakfast club staff will be informed of sensitive issues concerning the child on a 'need-to-know' basis.

(d) Learning/Physical Difficulties: Parents/carers should notify The Den Breakfast club that their child may have learning/physical difficulties.

(e) Equal Treatment: The Den Breakfast club welcomes staff and children from many different ethnic groups, backgrounds and creeds. Similarities and differences are valued and respected and all children are treated equally. The Den Breakfast club will comply with the Special Educational Needs and Disability Act 2001 and will do all that is reasonable to accommodate the needs of children with disabilities. The Den Breakfast club will follow the school's Equal Opportunities Policy.

(f) Discipline: The parents/carers hereby confirm that they accept the authority of the Supervisor and staff to take all reasonable disciplinary or preventative action necessary to safeguard and promote the welfare of each child and the Den Breakfast club's community. The Den Breakfast club will follow the Behaviour Policy of the school which incorporates the Anti-Bullying Policy and the Racial Equality policy.

(g) Photographs/video: Parents/carers who do not wish their children to be photographed or videoed in The Den Breakfast club must write to the school office stating this. Photographs/video of the children may be used in The Den Breakfast clubs' promotional material such as press releases and school website. Parents/carers who do not wish their children's images to be used in this way should inform the school office in writing.

(h) Severe weather: In the event of severe weather parents must contact the school to find out if the Den Breakfast club is closed – details will be on the telephone system or on the school's website or twitter. **Fees will be credited to your account if this occurs to be deducted from any future bookings.**

(i) Insurances: The Den Breakfast club undertakes to maintain those insurances which are prescribed by law. The Den Breakfast club is covered by the school's insurance.

(j) Complaints: Parents/carers who have cause for complaint in relation to any matters of quality, safety or care must inform staff without delay and the Head Teacher in line with our complaints policy. If a parent remains concerned they

should contact the Head Teacher. If, having done this, they still wish to pursue their complaint, the school can provide them with a copy of its Complaints Policy.

(k) Waiver: Any waiver of these terms and conditions is only effective if given in writing by and on behalf of the Supervisor.

(m) Jurisdiction: This contract was made solely with The Den Breakfast club overseen by Our Lady Queen of Heaven Primary School.