

JULIA & SYLVIA'S WRAP AROUND CARE

Terms & Conditions

- **Age Range.** Children must have reached their 4th Birthday and up to age 11 years
- **Illness.** Your child's health and well-being is paramount, therefore if your child is unwell, the best place for them is at home. Should your child suffer illness such as diarrhea, vomiting or a high fever, 24 hours must have elapsed before your child can return to the club following sickness and diarrhea. For other illnesses such as conjunctivitis, chicken pox, measles, mumps etc., please check the guidance for infection control. If a child arrives to the club with a disease or illness that we believe to be infectious or that poses a risk to the other children in the club we will contact you and ask you to collect the child immediately. Your child will not be able to return to the club until they have been well for the recommended period of time.
- **Safeguarding Children.** If we have cause for concern regarding the physical and or emotional well-being of your child we will, in most cases first discuss our concern with you. In **certain** circumstances it may be necessary to refer the concern to Lewisham Safeguarding Children's Board and/or Children's Social Care.
- **Children's Behaviour.** If your child demonstrates behaviour difficulties, please inform us. We need to be able to plan appropriate resources for inclusion in the group. We will not tolerate any form of hitting or abusive language to staff or other children. At all times if there is a behaviour issue we will try to resolve any issues and speak to the parent. We reserve the right to exclude a child for a fixed period of time or permanently if their behaviour shows no improvement after discussions.
- **Drop Off.** Children must be accompanied by an adult to the entrance of the club and handed over to the supervising staff for daily registration.
- **Late Collection** – Children are to be picked up no later than 6.00pm. A charge of £10 per every 5 minutes after 6.00pm will be incurred and billed to you by the end of the calendar month.
- **Escort Service.** Children will be taken to their year group at the end of breakfast club so that they can join their class for registration. After school children will be collected from their year group by us and taken to the hall for registration.
- **Site Security & Access.** Entrance to the hall will be from the main gate on Lee Church Street. Parents/Carers must collect their child from the school hall - at this time they must sign their child out before leaving.
- **Breakfast Service.** **Breakfast is available on arrival and served no later than 8.20am**
- **Advance Payment.** Fees for wrap around care will need to be paid at the beginning of the working week. If payment is not received in advance your child may not be allowed to attend.

- **Late Payment of Fees** - Fees that are overdue will incur a daily charge of £12 per day until all monies are received. After 3 days of non-payment of fees your space will be cancelled and your child will not be allowed to attend until the debt is paid in full.
- **Refunds.** Request for refunds must be made in writing. A refund will only be made if fees are paid monthly in advance and a place is cancelled within 2 full working weeks of the same month. **All** fees must be paid to date up to and including your notice period. A pro rata refund will only be allowed if your child has been sick for more than 3 days and the doctor's certificate indicating this is provided.
- **Termination of Contract** – A notice period of 3 weeks must be given in advance to end your contract with wrap around. All fees must be paid up to date before your child leaves our services. Failure to do so will result in an additional daily £10 charge until the debt has been paid

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Signature

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Date