

EXTENDED SERVICES – CRESCENT CLUBS

TERMS AND CONDITIONS

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The below terms and conditions relates to The Crescent Primary School after school activities, workshops and holiday camps otherwise known as Crescent Clubs Extended Services. Parents/carers who complete a Crescent Clubs registration form must sign the bottom of the registration form agreeing to these terms and conditions. By signing The Crescent Clubs registration form you agree that you have read and understood all terms and conditions and any queries should be cleared up before signing the registration form.

1. There are possible risks of injury whilst taking part in Crescent Club activities. Before giving your consent to your child joining a club, please be aware and give consideration to the fact that your child could obtain an injury whilst taking part.
2. Registration forms must be completed in full before your child can be allocated a place. This includes accepting these terms & conditions.
3. Parents/carers must ensure all details on the registration form are accurate and up-to-date. Any changes must be made in writing to Hayley Rea, Extended Services Manager.
4. Those on a club waiting list will be notified once a place becomes available and must notify the school if they no longer wish to remain on the club waiting list.
5. To access the clubs, parents/carers must use the community entrance gate and ring the bell when they arrive at the door. School office staff will not admit children through the front entrance.
6. Parents/carers will not be allowed into clubs. Student's progression can be seen through other extended school service projects when scheduled, such as a dance showcase, football competition etc.
7. Each clubs start and finish time is stated on the club registration letter. After school activities start at 3pm or 3.10pm and children will be collected from class. After school activities finish promptly at 4pm or 4.10pm. It is the parent/carers responsibility to note the finish time in relation to which club they register their child to attend. The time stated on the registration letter is bounded by the extended service late collection policy.
8. An authorised person over the age of 16, must collect the child at the stated time and sign the attendee out of after school activities on each afternoon they attend.
9. Holiday camps and additional extended service projects will state the start and finish time on the registration letter. Children must arrive and be collected on time. The time stated on the registration letter is bounded by the extended service late collection policy. The extended service staff reserves the right to refuse entry to any late arrivals.
10. An authorised person over the age of 16, must sign the attendee in/out of holiday camps on each day they attend.

11. Parents/carers who collect their child after the finish time (stated on the registration letter) will incur a late collection charge of £1.00 per minute, in line with the school's Extended Services Late Collection Policy. Parent/carers must complete a late collection agreement on collecting their child. Parents/carers agree to pay this charge before their child continues to attend any extended school services.
12. If your child is unable to attend a session, you must notify the Extended Services Staff on 07504 024003. You must also notify the school office if their absence means they will be absent from school. Please Note: At time of booking you select specific days/dates which you would like your child to attend. If your child is unable to attend for any reason you will not be entitled to a refund. In the case that you have not yet paid for this session, the monies will be outstanding to the school and your child will not be able to take part in any extended school services until this payment has been made.
13. Clubs must be paid via parent pay or a barcoded letter. Payment for clubs must be paid by the payment deadline stated on the registration letter. If payment is not made in full by this deadline, your child will automatically lose their place.

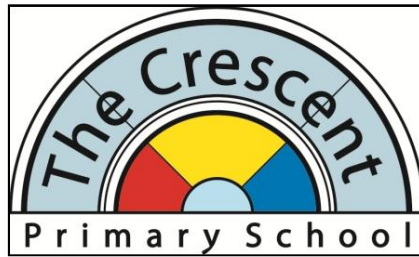
If you require a barcoded letter it is important to request this from Miss Rea at the time of returning your registration form. In order to meet the payment deadline those paying via a barcoded letter must allow three working days' prior the payment due date for payment to clear. You must also hand your receipt into the office so that payment can be marked.

Parent Pay: Parents/carers must keep track of their payments and total sum required for booking period.

To confirm: Child care vouchers cannot be used for after school activities or workshop.

Please Note: Payment reminders from the school cannot be arranged. Parent Pay have an automatic reminder service if you wish to set this up the office staff can advise you on how to do so. If payment is made within 12 hours of attending the session, entry may be refused on the basis that payment may not have yet been successfully logged and noted by the Extended Service Staff.

14. Outstanding payment: The Extended Services Staff reserve the right to refuse any child entry into club if payment is not made including late collection charges and any other outstanding fees from other extended school services. Those with outstanding debt will not be allocated a place.
15. Once your child has been allocated a place and payment has been received, you cannot cancel their registration. We cannot offer any refunds or exchanges.
16. There may be times when a club has to be cancelled due to unforeseen circumstances. If this happens, the fees will be non-refundable.
17. The extended school services offer additional care outside normal school hours. The clubs policies and procedures reflect the school policies and procedures and parents can read the extended schools policies and procedures on request at the school office.
18. The Extended Services Staff aim to provide a safe, stimulating and happy environment for all children. The Extended School Services Staff reserve the right to exclude any child whose behaviour is disruptive, following the school's behaviour policy.
19. We will endeavour to provide a high quality service to children and will seek feedback from parents/carers from time to time. If you have any concerns please speak to the Extended Service Staff. If this is not resolved please contact Hayley Rea, Extended Services Manager. If you are unable to resolve this issue, please follow the school's formal complaint procedure.



EXTENDED SERVICES – LATE COLLECTION POLICY

Parents and Carers must read, agree and sign to the Crescent Club Terms and Conditions. The Extended Services late collection policy is part of these terms and conditions. Your child's club placement is not confirmed until the school receives acknowledgment and signed agreement of the terms and conditions requested at the bottom of the club registration form.

Extended Services - Late Collection Policy

It is extremely important that children are collected on time from our extended services as late collections can cause major issues for the external providers and the school.

- Crescent Clubs finish promptly at 4pm or 4.10pm for KS2 only clubs (as stated on the registration letter).
- After School Club finish promptly at 6pm.
- Holiday Camps and additional projects will state the finish time on the registration letter. The time stated is bounded by the extended services late collection policy.

Parents/Carers agree to make appropriate arrangements for their child to be collected at the stated finish time. Please be aware that late collection after this time will be charged at a £1 per minute. Parents/Carers must appoint a responsible person over the age of 16, to collect their child and those responsible persons must be named on the registration form. It is parents/carers responsibility to ensure those authorised to collect children understand the importance of collecting the child on time.

Please Note: Children will only be dismissed to the responsible persons named on the registration form. Any confusion which leads to the child remaining in the schools supervision will result in the late fee being charged.

On the first occasion that a child is collected late; parents/carers will be reminded of the late collection policy and asked to sign a late collection agreement. The school office will automatically contact parents/carers regarding late fee payment.

On the second occasion that a child is collected late parents/carers will be reminded of the late collection policy and asked to sign a late collection agreement. The school office will automatically contact parents/carers regarding late fee payment and the extended services manager will contact parents/carers to discuss the exclusion procedure.

If a child is collected late on two occasions, the child will be excluded from the course and course fees will not be refunded.

Parents/Carers must contact the school if they are aware that they will be late to collect their child. Please contact the extended services team on 07504024003. If you are unable to contact the extended services team please contact the school office on 0208 684 8283.