



Chad Vale Primary School (WACC) Before and After School Club

Terms and Conditions

1. Aims

We aim to provide a high quality service which meets the needs of both children and parents/carers. For children, this means an environment that is encouraging, relaxing, safe and supportive. A place to be with friends and make new ones; to try out a new language or a craft and engage in activities that are fun.

For parents/carers, this means knowing that your child is safe and happy in a club that is respected, reputable, reliable and consistent.

Parents/carers are expected to give their support and encouragement to the aims of Chad Vale Primary School – WACC and to uphold and promote its good name. Chad Vale Primary School – WACC will ensure that appropriate standards of behaviour, discipline and hygiene are maintained at all times.

2. Entry to Chad Vale Primary School – WACC

- Regular sessions - Following receipt of an application form and signed terms and conditions, the parent/carer will be notified if they have been successful in obtaining a place at the Chad Vale Primary School – WACC.
- Ad hoc Sessions - Once a completed application form and signed terms and conditions form have been returned to us, along with session prepayment, a child will be registered with our service and bookings for sessions may be made. Following the session your child will be given the forms for you to sign and return to the WACC manager/staff member and the payment deadline to be completed in full by the end of each half term.
- Emergency session – late bookings cannot be guaranteed, but will be provided whenever possible. To guarantee your place, please book early. Please note that once 50 spaces have been booked you will have to wait until a space becomes available, as our maximum capacity is 50 pupils. We are limited to 50 set bookings depending on the spaces and staffing we have available on the day, and this may change without notice.

Booking/Cancelling a place:

- Breakfast club - bookings can be made until 3pm, the day before the session
- Afterschool club - bookings can be made until 11am on the day of the session

Ad hoc Sessions – these must be requested at least two hours prior to the clubs start. The parent/carer's account must be in credit before applying for an ad hoc session. The parent/carer will be notified whether a place is available as soon as possible after receiving the request for a place. Please contact the manager directly if you require assistance.

Regular sessions – On receipt of an application form the parent/carer will be informed if a space is available. If you are unable to access schoolcomms.com online or mobile app to book a session please contact the manager on 07876 715009 directly to book a space.

Session Availability



The Breakfast Club starts at 7:30am before school begins. The After School club will run from the end of the school day to 6pm. There will be holiday club sessions during school half terms and beginning of summer holiday. More information can be provided, please enquire directly. There will not be any sessions on bank holidays, elections or teacher training days.

3. Parents/Carers Authority

Staff will only release children to people noted as a guardian on the registration form who have been given a valid password or person(s) they know. That collectors bring photo ID with them for checking. Any person collecting your child must be over 16 years of age.

Parents/carers consent for 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.

Welfare of the child: The parents/carers authorise Chad Vale Primary School – WACC to take all necessary action to safeguard and promote the welfare of their child/children. 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 control of the environment.

Absent Children: It is the responsibility of the parent/carer to sign their child/children in and out of the session; children must be collected via the studio/hall. If your child/children are absent from school you **must** also contact the WACC directly via email, phone or SMS to cancel their scheduled booking. To avoid charges please inform the manager 24 hours in advance. (See cancellation policy)

4. Sickness

Parents/carers must inform Chad Vale Primary School – WACC if your child has any known medical condition or health problems or has been in contact with infectious diseases. Parents/carers must comply with the exclusion guidelines set by the Health Protection Agency; details are available from the school office. A child must not be brought to Chad Vale Primary School – WACC if unwell.*

Accidents: All accidents that staff are made aware of, are documented in an accident book and reported to parents/carers.

Loss of property: Chad Vale Primary School – WACC will not be liable for loss of property brought onto the premises by parent/carer or child. Please check the lost property box at the reception.

5. Fees

Parent/carers who choose to use the club on an ad hoc basis must ensure that their account is not in arrears, unless a payment plan has been discussed at the time of application. Sessions will not be allocated/or cancelled if funds are outstanding at the end of each half term. Invoices for regular sessions will be sent out two prior to the end of each half term. If you pay in advance but cancel future bookings, this will automatically be refunded. Payment must be made up in full by the end of each half term, unless a payment plan has been discussed in advance. If no payment is received the school reserves the right to cancel your child/children's place.

Payment methods

School gateway: we accept all types of cards and make no charge for card payments. If you are booking for the allocated sessions once uploaded please pay in advance. This will be generated by the system.



Childcare Vouchers: we accept all types of childcare vouchers. Please contact the manager or office if you require assistance with these.

Tax Free Childcare: we accept Tax Free Childcare. Please contact your local government if you require assistance with this.

Chad Vale Primary School will no longer be accepting cash payments. If you are making a regular booking covering a period of time, you can make monthly payments. If you are paying by childcare vouchers or tax free childcare, you will need to input the monthly amount you wish to pay. If your childcare/tax free vouchers do not cover the whole amount any outstanding balance can then be paid in full at the end of the half term or by card instalments if applicable. Failure to adhere to these rules may result in your child/children losing their place at future sessions.

- A full sessions' fee will be charged if your child does not attend the session without 24 hours notification.
- No refund can be given for sessions only part attended.
- No refund can be given if the child is absent or sick
- No partial refund can be given if a child leaves before having food.
- If the school closes the Before/After School club due to unforeseen circumstances Parent/Carers will not be charged for these sessions.
- Fees will not be charged if a pupil is unable to attend WACC as a result of being on a residential trip organised by Chad Vale Primary School
- Fees are the responsibility of the person who signed the Terms and Conditions form or who has parental responsibility for the child.
- A fee of £10 will be charged, for each quarter of an hour, that a child is picked up late from the WACC. Charges apply from 6.00pm. Persistent lateness may result in the WACC place being withdrawn.

6. Cancellation Policy

All cancellations or reschedules for Breakfast and After-School Club require a 24-hour notice or they will be subject to charges.

Bookings cancelled or rescheduled with less than a 24-hour notice will result in a full charge for the scheduled session. This is due to the high demand for places both before and after school.

7. Cancellation and Removal Termination of the Contract:

- Ad hoc Sessions - If Parent/carers are told that their requested sessions are available but they choose not to send their child, a charge will still be made.
- Regular sessions – One month's written notice must be given to cancel a child's place at the WACC. Unless permanently cancelling a place, then sessions allocated to a child must be paid for in full unless we can allocate this place to another child

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 Manager that the behaviour of the child is incompatible with the interests of Chad Vale Primary School – WACC. The child will also forfeit their



place at the club if the parent does not follow the school Parent Code of Conduct (available on the school website). There would be no refund of fees in these circumstances.

8. General Conditions Disclosures:

The Manager 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.

*Coronavirus / Covid-19 Agreement form: Due to the ongoing spread of the virus we require that you complete the form before your child can safely attend. If your child/children display(s) any symptoms during school hours and you need to cancel, you will not be charged.

Confidentiality: Parents/carers agree to inform Chad Vale Primary School – WACC of any information necessary to safeguard or promote their child’s welfare or avert the risk of harm to their child or other person. Chad Vale Primary School – WACC staff will be informed of sensitive issues concerning the child on a ‘need-to-know’ basis.

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.

Learning/Physical Difficulties: Parents/carers should notify Chad Vale Primary School – WACC of any problems that may occur due to learning/physical disabilities.

Equal Treatment: Chad Vale Primary School – WACC 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. Children, staff and parents/carers are expected to follow the School Code, based on the Equality Act, 2010. Chad Vale Primary School – WACC 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.

Discipline: The parents/carers hereby confirm that they accept the authority of the Manager and staff to take all reasonable disciplinary or preventative action necessary to safeguard and promote the welfare of each child and the Chad Vale Primary School – WACC community.

Severe weather: In the event of Chad Vale Primary School – WACC’s closure due to severe weather parents/carers will be informed via the school contact/email system. A refund of session fees would be made under these circumstances.

Insurances: Chad Vale Primary School – WACC undertakes to maintain those insurances which are prescribed by law. Chad Vale Primary School – WACC is covered by the school’s insurance.

Complaints: Parents/carers who have cause for complaint in relation to any matters of quality, safety or care must inform the After School Club Manager in the first instance. The school Complaints Policy is available from the school office which details further steps to take if your concern remains.

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

Jurisdiction: This contract was made solely with Chad Vale Primary School – WACC overseen by Chad Vale Primary School.



9. After School club Policy documents: more details of the WACC working practices may be found on the Chad Vale Primary School Website. The club mobile: 07876 715009 is only for emergency contact and operated in club time. Please contact the manager via email: a.osei@chadvale.bham.sch.uk or the office for bookings and general queries.

If a copy is required of any of these policies a request for a copy can be made to the school office.

I have read, understood and agreed to comply with the Terms and Conditions of the Chad Vale Primary School – WACC. Reasonable changes may be made from time to time to these standard terms and conditions and to the level of fees.

Name of child/children: _____

Class: _____ Vale / Chad (please circle)

Name of child/children: _____

Class: _____ Vale / Chad (please circle)

Name of child/children: _____

Class: _____ Vale / Chad (please circle)

Name in full: _____

Relationship to the child: _____

Emergency Tel: _____

Parent/Carer Signature: _____

Where applicable to complete below:

Allergies: _____

Preferences: HALAL / VEGETARIAN / NO PORK / NO BEEF / NO FISH (please circle)

Intolerances: _____

Health conditions: _____

Learning disabilities: _____

Date: ____ / ____ / 20____

Please return this copy to the WACC Manager at your earliest convenience in September 2022