

Perdiswell Wrap Around Care

Terms and Conditions

Booking Procedure

Bookings may be made daily, weekly, monthly or half termly but **at least one week in advance.**

- Parents are reminded that sessions can be booked on a pay as you go basis to suit, so long as they are made via your MCAS account more than 7 days before the session is due to take place as stated above.
- Please note, all sessions must be paid for at the time of booking. **Please only book the sessions that you are immediately able to pay for.**
- We do not offer any credit terms for wrap around charges and sessions must be paid for at the time of booking. For those using Childcare vouchers or the Tax Free childcare service to make payment, we will allow a grace period of 7 days from the date of booking for your payment to reach us and be applied to your MCAS balance.
- Any 'ad-hoc or emergency' bookings will need to be made through the school office and the booking will be made at the discretion of a member of the Senior Leadership Team (SLT). Requests for ad-hoc or emergency bookings should **not** be made via email and only by telephoning the school office (unless out of hours).
This will be based on:-
 - (i) the reason for booking and
 - (ii) current numbers booked in relation to ratio of staff for that day.
- The academy reserves the right to decline ad-hoc bookings, made less than one week prior to the requested session, on the grounds that there are not sufficient staff to meet statutory adult:pupil ratios.
- All pupils using the services must be booked into a session via MCAS, or via the school office. Pupils who are not booked into the service may find themselves refused entry, and will be returned to the care of their parent / carer.

Payment Terms

Payment should be made at the time of booking/s and your account should remain in credit at all times. As stated above, payment should be received no later than 7 days after the date of booking. **We reserve the right to cancel future bookings under these terms and conditions.**

Childcare vouchers and Tax Free Childcare payments are accepted but please be aware that it can take up to 7 days for the payment to be received and applied to your MCAS account and this should be taken into consideration when making your payment.

Please email, payments@tgacademy.org.uk to confirm how you would like your payments to be assigned. This particularly important if using more than one service (eg: split across breakfast/after school care or visits).

Account Arrears .

In the event of an account falling into arrears, the following process will be implemented.

- In the event that your account has an overdue balance, we will email you to advise you of this and request that your account be brought up to date.

- If you fail to bring your account into credit, within 7 days of this notice, we reserve the right to cancel future bookings until full payment of arrears is made.

Cancellation Policy

Any cancellations are to be made via your MCAS account online at least one week in advance. If your child will not be attending a session and you are unable to cancel the booking via MCAS, you must inform the school office in order that they can amend the register. Late cancellations, (ie: less than one week) will be charged at the standard rate regardless of your child's attendance. Illness will not qualify for an automatic refund and any refunds will be made at the discretion of a member of the SLT.

Non-Attendance

If your child will not be attending a booked session (which you have been unable to cancel if less than one week), we ask that you inform the school office in order that we can update our registers up to date. If a child is booked and fails to attend, the school will endeavour to contact a parent or guardian to ascertain the whereabouts of the child. If the school are unable to contact a parent or guardian, the child will be deemed as missing and the school procedure for dealing with this will be implemented.

Cancellations must be made in line with our terms and conditions otherwise unattended booked sessions will be charged for.

Pupil Agreement

Pupil's attending the wrap around care must agree to:

- Demonstrate the school's core values at all times showing respect for themselves, adults, peers and resources.
- Inform an adult if they have a worry or concern.

May we remind you to notify the office or member of staff if someone is collecting your child who is not on the contact list. We will not release your child unless we have had prior confirmation of this.

Please be aware that we reserve the right to refuse access to this facility for any parent or carer who refuses to abide by the procedures and protocols in place to ensure the safety and welfare of our children. We also reserve the right to refuse access to this facility for any child who persistently misbehaves or behaves in a manner that puts themselves, others or property at risk of harm or damage.