

Bookings, cancellations & payments

Delivery of service: Upon receipt of full payment, an email booking confirmation is sent automatically via the booking system.

Term time Childcare – permanent bookings

Payment for permanent term time care: In return for Tudor Grange Primary Academy Perdiswell providing breakfast and/or after school care to the Child, the Parent agrees to pay the agreed fee, monthly, in advance. Payment is due in full by the 1st working day of the month and will be taken automatically. It is the Parent's responsibility to ensure sufficient funds are available via their default debit card, Online Account balance or a combination of both.

A £25 administration fee will be levied each month payment is not made on time. This will be payable immediately. Repeated late payments or failure to pay a late fine may result in a withdrawal of the service.

Multi-day discounts: apply to full weeks (Monday-Friday) only.

Cancelling a permanent term time session: Please note: cancellations of individual permanent booking sessions are not eligible for credit or refund. If you wish to cancel a session we require confirmation of the cancellation in advance.

Changing or cancelling a set permanent booking pattern: To remove sessions from a Permanent Booking (or cancel a Permanent Booking in full) you are required to give one calendar month's notice. Booked sessions falling within this notice period remain billable regardless of whether or not the Child is in attendance. After the duration of that month, the set permanent booking pattern will change (or cease) according to the request.

Term time Childcare – ad hoc bookings

Payment for ad-hoc term time care: Payment for ad-hoc term time care must be made in full at the time of booking.

Cancelling a term time ad hoc session: Sessions cancelled with more than five working days' notice will be credited to the Parent's Online Account Balance, to the value of the session(s) cancelled. For example, to receive a refund/credit for a session on Wednesday, the session should be cancelled by Tuesday of the previous week. Credit can be refunded upon request or retained on account for use towards future bookings. Any sessions cancelled with less than five working days' notice will not be eligible for credit or refund.

Holiday Camps

Payment for holiday camps: Payment for holiday camps must be made in full at the time of booking.

Cancelling a term time ad hoc session: Sessions cancelled with more than five working days' notice will be credited to the Parent's Online Account Balance, to the value of the session(s) cancelled. For example, to receive a refund/credit for a session on Wednesday, the session should be cancelled by Tuesday of the previous week. Credit can be refunded upon request or retained on account for use towards future bookings. Any sessions cancelled with less than five working days' notice will not be eligible for credit or refund.

Children's behaviour and end-of-day collections

Timekeeping: In order for our service to run smoothly, we ask all Parents to be prompt when arriving and collecting children. A minimum of two Emergency Contacts must be added to a Parent's online account, who will also be permitted collect a Child if their Parent is unable to for any reason. Please be aware that Emergency Contacts will need photographic ID when collecting, to allow staff to verify their identity.

Late collections: Children must be collected by the finish time of their booked session. Please note that if a Parent or Emergency Contact collects later than the allocated finish time, the Parent will be billed £25 per occurrence. Repeated lateness will result in a Parent no longer being able to use our service.

Behavioural expectations: All children are expected to behave according to our Behaviour Policy (a copy of which is available for Parents to view on our [website](#)). Any serious deviation from this may result in a Child being removed from the childcare, with immediate effect, and not allowed to return. In this instance, no refunds will be given for any sessions falling within our normal notice periods.

Exclusion from using our service: We reserve the right to cancel any booking with us at any time, for reasons such as (but not limited to) repeated late collections, or repeated late payment of fees. In these instances, Parents will receive a final written warning. Following this written warning, should a Parent be late with collection/payment again within the next 12 months, their booking will be cancelled with two weeks' notice to make alternative arrangements. In the event of this cancellation, the Parent will be required to pay for their remaining fortnight in advance (if it has not already been paid for). If a Parent does not pay this fee, their booking will be cancelled with immediate effect.

Children's Welfare

Sickness: Should a Child have sickness or diarrhoea, we ask that they do not return to attending childcare for a period of 48 hours after the last episode. If a Child falls ill during the morning session (i.e., at our Breakfast Club) we will call the Parent (or Emergency Contacts) and ask for the Child to be collected. If the Child cannot be collected before the end of the session, they will be taken to the School Office staff to wait for collection.

We reserve the right to refuse admittance, and the right to suspend provision to any Child if, in the opinion of Tudor Grange Primary Academy Perdiswell the Child is not fit to attend due to illness.

Medicines: All medicines must be clearly named and labelled and given to the Manager. This is a requirement even if the medicine is not to be administered during the session. Children are not allowed to have medicines in their bags. If we are required to administer medicine whilst a Child is attending our childcare, the Parent will need to complete an Administering Medication form available from the Wrap Around Care staff.

First aid: By accepting these terms and conditions the Parent gives permission for all necessary first aid to be administered to their Child in the event of an emergency.

Toilet training: We understand that accidents do sometimes happen (and of course will deal with them sensitively when they do) but we cannot accept children who are unable to go to the toilet independently. By accepting these terms and conditions the Parent confirms that their Child is able to do this.

General

Insurance: Tudor Grange Primary Academy Perdiswell holds full Public Liability and Employers Liability Insurance.

Photographs for promotional purposes: From time to time, we may ask a DBS checked photographer to take photographs and/or video clips for future use in marketing material. All images and/or footage is passed to the manager and then wiped from the photographer's camera. Parents are asked as part of their online account registration whether they give permission for images of their child(ren) to be used for marketing purposes.

Photographs for children's records: Photographs may be used to form part of our record of a Child's development. This is a requirement under OFSTED regulations.

Personal loss or injury: Tudor Grange Primary Academy Perdiswell does not accept liability for personal injury or death of any participants unless directly caused by the proven negligence of the company or its staff.

Activities: We always endeavour to group children within advertised age groups, however due to a regulatory requirement to maintain staff to child ratios, and dependant on the actual ages of the children attending on the day, we reserve the right to group children differently to that advertised.

Data protection: We will use your details to contact you via email with future information about our services. Parents are asked as part of their online account registration whether they wish to opt in for future marketing emails. Tudor Grange Primary Academy Perdiswell is registered with the Data Protection Office and compliant with GDPR.

Temporary Interruption of Provision: Tudor Grange Primary Academy Perdiswell acknowledge that they will not be under any liability or responsibility to the Parent or Child in respect of any temporary interruption in or temporary failure of or delay in providing either term time or holiday childcare. If such failure or delay is caused by the temporary unavailability of staff, building or maintenance work to the premises, fire, abnormal weather conditions, Government action or regulations or by some other cause (whatever the description and not necessarily limited to the foregoing examples) beyond the reasonable control of Tudor Grange Primary Academy Perdiswell no recompense will be made.

Policies and procedures: Copies of Tudor Grange Primary Academy Perdiswell's policies and procedures for wraparound childcare are available for Parents to view at our wraparound care setting.