



Late Owls Terms and Conditions 2024-25

Before we accept a booking, you must have read, agreed to and signed these terms and conditions of Wrap around care at Pitmaston Primary School via Parent App.

Admissions:

- Your child must be registered with Pitmaston Primary School before bookings are made, even if you only intend to use wrap occasionally.
- We reserve the right to limit availability if staffing ratios cannot be adhered to.
- Children may only attend wrap around care when they have had official communications from school confirming a place.
- To guarantee a booking, places need to be registered and paid for at least half termly in advance within 7 days of the payment being requested.
- To ensure continuity of care for your child, bookings will be automatically secured for the whole of the academic year.
- It is not possible to guarantee that we can accommodate a change of days.
- We will prioritise those parents requiring full time places (5 days a week)
- 4 weeks' notice must be given in writing (email acceptable) for the cancellation of pre booked sessions to take effect at the start of the following half term.
- All children attending after school club are subject to the provision being able to meet the reasonable needs of the child.
- Should you have any concerns regarding the after school provision, please discuss this with the club leader, who can, if necessary, refer this to the Headteacher.
- If your concerns have not been resolved and you wish to make a formal complaint, please follow the school's complaints policy and procedures, available from the school website.
- In an emergency, trained staff will administer first aid, and accompany the child to hospital until parents / carers can take over.
- Staff will administer medicine such as those provided for asthma, diabetes and epi-pens if needed. Staff will administer all prescription drugs in line with school policies.
- All staff will be employed directly by Pitmaston Primary School and subject to safer recruitment procedures.

Behaviour:

- All behaviour issues will be dealt with in line with the schools behaviour policy. Should the need arise, issues with children will be brought to the attention of their parents, and or Senior Leadership Team. If the issue cannot be resolved satisfactorily then in exceptional circumstances a child may be asked to leave. No refund will be made if this is the case.
- Equally if a parent/carer is aggressive or rude to staff or other children, this behaviour will not be tolerated. The School reserves the right to withdraw its services. No refund will be issued.

Administration:

- It is vital that changes to contact details, collection arrangements, dietary requirements and medical needs are kept up to date. **This is the responsibility of Parents/Carers.** Please contact the school office immediately if any changes occur.
- Pitmaston Primary School policies will be applied consistently throughout the school, including after school provision. Details of all policies can be found on the school website.

Payment:

- Payment is to be made through School Money, within 7 days of the confirmation of your child's place and the request for payment being issued.



- If payment is not received in full by the due date, the place will be withdrawn and reallocated to a child on the waiting list.
- If you wish to pay using childcare vouchers you must indicate this on your request form and if a place is allocated, you must contact the finance administrator to inform them of when your payment has been made at the earliest opportunity.
- Refunds will not be given for absence of any kind including but not exclusively; attendance at School extra-curricular clubs, illness, holiday absence, residential visits, school trips etc.
- No refunds will be made if the club is forced to close due to extreme weather conditions or circumstances beyond our control.

Collection of Children:

- Collection is from the Key Stage 2 hall, main school entrance. Please note that even when the gates are open, there is NO parking for parent/carers on the school site or anywhere on the main school drive including outside of Pitmaston House.
- We understand that on rare occasions a circumstance beyond our control can occur and parents may be unavoidably late collecting their child. In the event that this happens to you, it is essential that you contact the club leader at the earliest possible opportunity using the number provided (see How do I contact 'Late Owls?') and inform us of your arrangements. To deter late collection there will be additional charges incurred for children collected late at the end of their booked session (either at 4.30pm or 6pm). Failure to pay the additional charges will forfeit your child's place at the club.
- Late collection fees are £1 per child per minute.
- Please see the Uncollected Children policy for further information.
- You must inform us no later than the end of the school day on the day of collection if someone other than those named on the school record is collecting your child.
- If there is a change of collection arrangements after 3.25pm you must contact the after school club (see How do I contact 'Late Owls?')

Absence:

- The children will be registered daily on arrival to the Late Owls Club and therefore if you know a child is going to be absent from school and the Late Owls Club, please ring the absence school line as early as possible so that this information is shared with the team.
- Pupils who are absent from school due to illness must not attend the Late Owls club on that school day. Sickness or diarrhoea, in line with the school policy, means children must not attend the club for 48 hours.
- If your child is unwell whilst at the club, staff will contact you to collect your child. No refunds will be given.

Mobile Phones:

- In line with school policies all mobile phones must be handed to staff on arrival at Late Owls.
- Please do not send your child with any expensive items including watches, toys etc.
- Staff cannot take responsibility for damaged or lost items of any kind.

Contact:

All contact relating to Late Owls during the hours of 8am – 3.30pm should be made via the school office. Between 3.30pm and 6pm please use the clubs mobile number for club related matters only (see How do I contact 'Late Owls?')