

## Children's Work Terms and conditions

### Breakfast and After School Club and Holiday Playscheme

In order for your child to attend any of the YMCA LSW Children's Work service, I must understand and agree with the following:

1. That in order to ensure the best care for my child I need to give YMCA LSW up-to-date information on my child's needs.
2. That it is a legal requirement for me to provide YMCA LSW with up-to-date details of emergency contacts that are contactable in the hours that my child will be attending our services.
3. That a suitable standard of behaviour is expected from my child attending any YMCA LSW service. Therefore, if a child is persistently disruptive or can potentially cause a risk to themselves or others around them, he/she may be given a week off to 'cool down' and that continual or extremely disruptive behaviour may result in dismissal. In the case of exclusion or dismissal, it is at the sole discretion of the Head of Children's Work as to whether any fees paid in advance are refunded.
4. I will read and understand the conditions under which my child may be excluded and the criteria for receiving a refund in the event of exclusion or dismissal.
5. That if my child intentionally breaks any resources or equipment of significant value, I will be charged for their replacement (the decision rests with the Co-ordinator as to whether the value of the broken resource/equipment is significant or not).
6. That I must inform the Service Co-ordinator if my child will be collected after the end of the booked session. A late collection will incur a late fee charged at £8 for the first 15 minutes (or part thereof) and then £8 for every 15 minutes thereafter. If the Club Co-ordinator has not heard from me or my assigned emergency contacts and my child is not collected by 7pm, social services will be contacted. Late collection fees must be paid within seven days of being incurred.
7. That if my child will not be attending the service booked I will notify the Co-ordinator that day before the session starts, or an additional penalty fee of £5 will be charged.
8. That if my child is absent from club (including sickness) on their standard booked day(s) or additionally booked sessions, no refunds will be made, accounts credited or lieu days offered.
9. If my child is absent from school due to sickness or exclusion and are due to attend the booked session that day, they will not be permitted to attend and no refunds will be made, accounts credited or lieu days offered.
10. The days that I have selected (subject to confirmation) are my allocated days for the academic year. Additional days may be added, subject to availability and by arrangement with the Co-ordinator and need to be paid for in full at the time of the booking.
11. That I am aware that:
  - a) My booked days for Breakfast and After School Club are for the academic year.
  - b) The fees for booking for the academic year will be totalled and divided by six, and a minimum of six equal payments will be made a minimum of two weeks before each term/half term starts. Deadline dates for payments will be set and failure to adhere to these dates will lead to termination of my child's place.
  - c) Any new bookings made throughout the year will be paid in advance and then reflect the payment due dates highlighted on the booking form.
12. All bookings for all YMCA LSW services are non-refundable or exchangeable.
13. Any additional/occasional booked or ad hoc sessions are subject to availability and need to be arranged in advance with the Club Co-ordinator and are required to be paid for in full at the time of booking as a one-day rate.
14. Bank Holidays are not included in your annual booking and YMCA will endeavour to remove all INSET days. However, should there be an INSET day, YMCA will try and run an INSET day camp. If you have booked and paid for this session and YMCA do not run an INSET day camp, your payment will be reallocated to your balance due.
15. That a full six weeks' notice is required in writing if I would like to permanently cancel, reduce or change the number or pattern of days my child will be attending. If my child is not attending during that notice period, the full amount for the six-week period is payable and no refund will be made.

16. If the school or centre is closed at short notice due to an emergency or severe weather conditions, all services will endeavour to be open. If the service is open and I choose not to bring my child, I will still be charged for that session.
17. If any YMCA LSW service has to close due to unforeseen circumstances, I will be notified and an alternative day in lieu may be taken.
18. If my child's school closes early for any reason, it is my responsibility to inform the club and arrange an early collection for my child. The YMCA cannot always guarantee that this early collection service can be offered. I understand that an additional £5 will be payable for this service and must be paid in advance or within seven days of being incurred.
19. Fees will be reviewed on an annual basis. However, YMCA LSW reserves the right to review and amend these at any time. In all cases, at least six weeks' notice of any changes will be given.
20. If an agreement has been made for your fees to be paid by a third party (such as a University or the local authority), you must provide us with satisfactory written confirmation that the third party will be responsible for the fees (or the fees are paid). Until such written confirmation has been received, Parents/Carers remain responsible for the settlement of all fees.
21. If you wish to pay for your booked service using childcare vouchers, you are required to submit documentation from your voucher company to confirm your registration with them. If for any reason we are unable to redeem your childcare voucher you will be responsible for payment of the fees due by another payment method.
22. If paying by childcare vouchers, I must complete a Childcare Voucher Information Form and a schedule of payment with each booking made for After School and Breakfast Club.
23. If paying by child care vouchers and you wish to set up a standing order, this must be set for the 1<sup>st</sup> of every month.
24. When paying by Childcare Vouchers for Holiday Playscheme, your booking will only be confirmed once proof of payment has been received.
25. All payments received will be allocated to the most outstanding debt on your child's account regardless of what provision/activity your child attends.
26. I understand that children attending YMCA LSW clubs with an injury, however small, whether it happens at home or in a YMCA LSW service, will be recorded on an existing injuries form and will be filed with the child's Registration and Consent Form and the parent/carer notified.
27. Should any concerns arise around the welfare of your child, YMCA LSW will seek advice from the local authority. No consent will be sought prior to this. Any communication with the local authority will be recorded and filed with your child's Registration and Consent Form.
28. Any medication that my child needs to take will be clearly marked with the child's name and be handed to the club Co-ordinator in its original package with instructions. All medication must be handed to the Co-ordinator who will enter the details on a Medical Consent Form which I will need to complete and countersign prior to the staff administering the medication to my child.
29. All childcare policies and procedures are available for me to view at any time.
30. All personal data that is provided will be held on YMCA LSW's database and processed in accordance with the Data Protection Act (1998). This information will not be shared with any third party (please see point 27). If I require a copy of this personal data, I must make a request in writing.
31. I agree for YMCA LSW to contact me via email for purposes of service business.
32. YMCA LSW reserves the right to terminate my child's place if these terms and conditions are not adhered to.
33. I understand that if I have a comment or a complaint to make about the service, I will follow YMCA LSW's procedure as outlined in its policy.
34. Any dispute or difference which may arise with regard to the interpretation of these terms and conditions shall be determined by the Director of Children, Youth and Family Work for YMCA LSW.
35. I have read and fully understand the above terms and conditions and agree to abide by them.

Parent/carer's name		Signed	
Child's full name		Date	