

# Lancasterian Primary School

## Extended Services Policy



Version No.	Date	Approved by	Review Frequency	Review Date
1	February 2019	SLT	Every 2 Years	February 2020

### TERMS AND CONDITIONS

The below terms and conditions relate to Lancasterian Primary School breakfast/after school club and extended services. Parents/carers who complete a registration form must sign the bottom of the registration form agreeing to these terms and conditions. By signing the registration form you agree that you have read and understood all terms and conditions and any queries should be cleared up before signing the registration form.

1. The extended school services are additional care outside normal school hours.
2. Registration forms must be completed in full before your child can be allocated a place. This includes accepting these terms and conditions.
3. Parents/carers must ensure all details on the registration form are accurate and up-to-date. Any changes must be made in writing to the administration officer.
4. Those on a club waiting list will be notified once a place becomes available and must notify the school if they no longer wish to remain on the club waiting list.
5. To access the clubs, parents/carers must use the dining hall entrance. The school office staff will not admit children through the front entrance.
6. Parents/carers will not be allowed into club except to drop off/collect their children.
7. The breakfast club starts at 8.00am. Children must arrive before 8.30am if they wish to have breakfast. No breakfast will be served after this time.
8. An authorised adult must sign the attendee into the breakfast club on each morning they attend.
9. After school club starts at 3.30pm and a snack will be served between 4.45- 5pm. Afterschool club finishes at 6pm, parents can collect children any time before 6pm and we advise you to collect your child outside the snack serving time.
10. An authorised adult must sign the attendee out of the after school club on each afternoon they attend.
11. The breakfast club and after school club will not run on days that the school is closed to pupils and some other days such as when the school is being used as a polling station. Parents/carers will not be charged for days that the club is closed.

12. If your child is unable to attend a session, you must notify the extended services staff on 07387792154. Please note: at the time of booking you select specific days/dates which you would like your child to attend. If your child is unable to attend for any reason you will not be entitled to a refund. In the case that you have not yet paid for this session, the monies will be outstanding to the school and your child will not be able to take part in any extended school services until this payment has been made.
13. Payment for after school/breakfast club must be paid at least one week in advance. Extra curricular clubs must be paid in advance each term
14. Parents/carers must pay for the child's place via the online payment system Scopay: parents/carers must keep track of their payments and the total sum required for the booking period.
15. Child Care Vouchers: child care vouchers are accepted. If you choose to pay with child care vouchers you must allow enough time for to be registered with the child care voucher provider. We cannot authorise any payments with child care vouchers until the school is registered with the provider and payment is collected from the provider. Please note: registering with child care providers can take up to two weeks depending on the provider.
16. Parents/carers must inform administration officer of their means of payment so this can be logged to avoid confusion.
17. Please note: Payment reminders from the school will be sent weekly.
18. Once your child has been allocated a place you must give 2 weeks term time notice to cancel this agreement. Any session within this notice period will need to be paid in full.
19. The extended service staff aim to provide a safe, stimulating and happy environment for all children. The extended service staff reserve the right to exclude any child whose behaviour is disruptive, following the schools behaviour policy.
20. We will endeavour to provide a high quality service to children and will seek feedback from parents/carers from time to time. If you have any concerns please speak to the extended services staff. If this is not resolved please contact the administration officer. If you are unable to resolve this issue please follow the schools formal complaint procedure. Which is available on the website.

The Extended Services late collection policy is part of these terms and conditions. Your child's club placement is not confirmed until the school receives acknowledgment and signed agreement of the terms and conditions requested at the bottom of the club registration form.

### **Extended Services - Late Collection Policy**

It is extremely important that children are collected on time from our extended services as late collections can cause major issues for the external providers and the school.

- Extra curricular clubs finish promptly at 4:30pm. (Keyboard club 4:15pm)
- After school club finishes promptly at 6pm.

#### **Late collection of children**

All children must be collected before the clubs close. Whilst we appreciate that on occasion you might be delayed there have been a number of incidents that have resulted in staff having to stay well after their contracted hours.

In order to cover the additional costs of staff time for staying with the children beyond their contracted hours the following charging policy will apply.

#### **Late collection charges**

Any child collected after their club is finished will be charged a late collection fee. For example, if your child is collected 3 minutes late, the charge will be £8.00 (because this is within the first '15 minute late' block). If your child is collected 17 minutes late, the charge will be £16.00 (because this is within the second '15 minute late' block). If payment is not made within one week, your child will lose their place in the club and any prepaid fees refunded to you, minus the late payment owed to the school.

On the first occasion the fee will be charged and the parents reminded of the importance of collecting their child on time. The incident will be logged and the School Business Manager will be informed.

On the second occasion the late fee will be charged again. A letter will be given explaining that should the parent be late once more they will forfeit their child's place within the after school club. This incident again will be logged and the School Business Manager will be informed.

On the third occasion the late charge will apply and the parent will lose their child's place within the club with immediate effect. A final letter will be sent advising the parent of this.

Parents/Carers must contact the school if they are aware that they will be late to collect their child. Please contact the extended services team on 07387792154. If you are unable to contact the extended services team please contact the school office on 020 8808 8088.