

PlayPals

School Wraparound/Holiday Child Care



Updated: Summer 2024

TERMS AND CONDITIONS



Before and After School Club

- The google application form will be the agreed 'contract' between the parent/carer and PlayPals.
- The PlayPals leader will typically respond to applications within a week but no more than 4 weeks.
- If PlayPals is full and there are no places, parents/carers will be informed that their application will be held, and their child will be placed on the waiting list. Parents/carers will be notified when a place becomes available.
- Parents/carers will be required to complete an application form for PlayPals each school year. Failure to do so may result in loss of place.
- All club fees must be paid in advance upon receipt of an invoice. Invoices will be issued monthly in advance and **MUST** be paid within 14 days. Full fees are payable during absences including holidays, illness, injury, school clubs, appointments and school events/discos. This is because staff are employed and contracted based on original bookings.
- Children must be collected promptly at the end of the booked session. Staff will inform the Headteacher/Safeguarding Leader in school if a child is not collected at the extended time of 17:45. The school staff will attempt to make contact with other relatives/friends on the contact list. A late collection charge of £20 per every 15 minutes late will be made. If a child remains uncollected the senior staff will contact Coventry Emergency Duty Team. *(PlayPals understands that there may be an exceptional circumstance - providing there is communication, and the reason is classed as exceptional by the Headteacher the service will be as supportive as possible).
- In the event of additional charges (i.e. late pick up, late collection after closure), regardless of who is late **the person** who made the booking will be accountable for the additional charges.
- Should parents/carers wish to discontinue/change the placement one calendar months' notice in writing is required. The notice must be given to the Play Leader. An acknowledgement of the notice will be sent. This includes

after school clubs organised by the school - parents and carers should note that notification of clubs is likely to be less than four weeks.

- Parents/carers who encounter financial difficulties and find themselves unable to pay fees should contact PlayPals in the first instance. A payment plan could be considered.
- Unpaid fees will be referred to the finance team/Headteacher. Whilst the school will be as supportive as possible actions could include suspension of place, cease of place and debt recovery may be taken.
- Parents/carers must inform both PlayPals AND the school office if their child is going to be absent for any reason.
- PlayPals/school will not be responsible for any personal items of value that go missing or are broken.
- The Play Leader/Deputy Play Leader must be notified in advance if any adult other than those listed as contacts on the school information system 'MCAS' will be collecting.

Holiday Club

- Like the general google application form a holiday google form application, will be the agreed contract. Sessions cannot be changed or cancelled, and payment will be required for the sessions booked on the form as staffing is arranged based on requests.
- All Holiday Club fees must be paid in advance upon receipt of an invoice. Invoices will be issued prior to the holidays and **MUST** be paid within 14 days. Full fees are payable during time away i.e., holidays, appointments, illness, and injury.
- Children must be collected promptly at the end of the booked session. Staff will inform the Headteacher/Safeguarding Leader in school if a child is not collected by the closing time of 17:30. The school staff will attempt to make contact with other relatives/friends on the contact list. A late collection charge of £20 per every 15 minutes late will be made. If a child remains uncollected the senior staff will contact Coventry Emergency Duty Team. *(PlayPals understands that there may be an exceptional circumstance - providing there is communication, and the reason is classed as exceptional by the Headteacher, the service will be as supportive as possible).
- In the event of additional charges (i.e. late pick up, late collection after closure), regardless of who is late **the person** who made the booking will be accountable for the additional charges.
- Parents/carers must inform PlayPals if their child is going to be absent for any reason.

- PlayPals/school will not be responsible for any personal items of value that go missing or are broken.
- The Play Leader/Deputy Play Leader must be notified in advance if any adult other than those listed as contacts on the school information system 'MCAS' will be collecting. External parents using the service must notify the Play Leader/Deputy Play Leader if any adult other than those listed on their child's application form will be collecting.

Behaviour in PlayPals

- PlayPals replicates the school behaviour policy at Level 3 and 4. Good choices lead to rewards and praise. Minor breaches to the policy may result in short 'time outs'.
- Should your child present any unsafe or serious behaviours that link to the Level 3 and Level 4 behaviours in the school's behaviour policy then this will be referred to the Headteacher. Serious breaches could result in loss of PlayPals place.