



The Frantastic Club



Introduction

The Frantastic Clubs ethos is to provide high-quality out-of-school hours childcare, run by staff for families who attend our school.

This parental agreement sets out important information for families regarding their child(ren) attending our before and after school clubs (wrap around care).

Key Information

Admission Criteria

- Places are provided on a strict first-come-first-service basis.
- Where required, a waiting list will be maintained by the club
- All places are subject to availability.
- The registration process must be completed prior to the child's commencement at the club.
- Children's attendance is recorded in a register.

Special Educational Needs

- We welcome participants with learning and physical needs, where possible if staff ratios allow.
- The club is fully equipped to manage a wide range of physical abilities.
- Every effort will be made to cater for those with special needs, where appropriate activities may be adapted.
- Whilst we will make every practical effort and endeavour to welcome children with additional needs, there may be some instances where the club cannot. We will work in partnership and liaise with the schools SENCO to look at the child's individual needs.

Withdrawing an offer of a place

We reserve the right to withdraw an offer of a place in the following circumstances:

- Unacceptable behaviour resulting in distress or disruption to adults or children at the provision.
- Non payment for sessions.
- Persistent lateness in collecting your child/children.



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Opening Times

Before School Club

- The provision is open from 7.40am – 9.00am.
- Parents/Carers are required to bring their child directly to breakfast club where a member of staff will sign them in. Parents/Carers will not be allowed into the school building.

Schedule

- Club open at 7.40am
 - From 7.40am children wishing to have breakfast wash their hands ready to enjoy a freshly prepared breakfast.
 - Please note we will not be able to offer children breakfast after 8.30am due to the new cleaning regime following government guidance.
 - 8.45am tidy up time encouraging the children to take responsibility for the environment.
 - 8.50am children will start collecting their coats and bags ready for the start of school – NO children will be admitted after this time.
 - Children will be escorted to their appropriate classrooms, where they meet up with the rest of the children awaiting the start of school.
- Children should not bring their own toys, games, or any items of value onto the site. We are unable to accept responsibility for such items.

After School Club

- The provision is open from 3.15pm – 5.30pm.
- Staff will hand over your child/children and sign them out once handover is complete.

Snacks

- Snack will now consist of ready prepared sandwiches/fruit. (Please note that this is not a substitute for an evening meal).
- Children have access to drinking water throughout the session.
- Any food allergies/dietary requirements etc must be informed at the time of booking.
- Children are not permitted to bring their own food to Breakfast/After School provision. However, we will endeavour to support children with any specific dietary requirement.

Bookings



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- Bookings must be made using the Frantastic booking form available from Fran/Zoe, the manager will then confirm sessions required, if sessions are not available your child/children will be placed on a waiting list.
- A registration form must be completed in full (if not done already), providing contact names, telephone numbers, children's doctor, allergy information, and special requirements. The club must be notified immediately of any change of these details, including changes to contact numbers should we need to contact you in an emergency. Children cannot be accepted in the club without a signed registration form and contract.
- Bookings must be made termly. Parents/Carers can ask for extra sessions if required and the provision will try to accommodate depending on staff to child ratios. **Parents/Carers must call to check for spaces as we may be unable to accept children on the day.**

Absences

- If children are absent or collected from school instead of coming to the club, please let Fran know by calling or sending a text to 07547246417.
- If children are attending school but will not be attending Frantastic, then it is the parents' responsibility to advise Fran/Zoe and they will still be charged for that place.

Payment of Fees/Notice Periods

Cheques to be made payable to 'The Frantastic' Bank transfers are to be sent to (business account) Mrs F Taylor, sort code: 40 42 52 Account number: 20010723, please use your child's name as reference.

- The charge for each session is £3.00 AM per child and £8.50PM. Payments can be made by Cash, BACS and Childcare Vouchers. Payment will be expected whether a child attends or not for their contracted session (due to illness or holidays). A 10% discount will be given to **1** additional sibling.
- Where payments are not made in advance and arrears are accumulating, we reserve the right to cancel the booking with immediate effect.
- Persistent lateness collecting from the After School Club will also result in termination of booking.
- Please inform Fran/Zoe if you no longer require your child to attend the provision. The notice period is 4 weeks.

Cancellations & Changes

- If your child will not be attending a session that they are registered for please inform Fran or Zoe. You will still be charged for the session that you are contracted to.
- If you would like to change the days that your child attends, a new booking form must be completed with your new requirements and 4 weeks' notice given prior to changing. There is no guarantee that changes can be accommodated.
- All payments are non-refundable as provisions are purchased based on the number of places a child is registered for.



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- Sessions will not be refunded if less than 4 weeks' notice has been given prior to the termination of the contract.

- **We reserve the right to withdraw a place should payments not be made for sessions**

Collecting Children/ Uncollected Children

- Children that use the Frantastic Club will be collected from designated points up to the end of the afternoon session and will be signed in or out of the register by a member of staff.
- You can collect your children at any time before 5.30 PM finish. You will be charged for the whole session, as booked, even if you collect your children earlier
- If you have a problem getting to the club on time to collect your child(ren), then the parent must ring the club on 07547246417 to advise of the reason for the delay and make alternative arrangements for the collection of the children.
- If you make alternative arrangements for the collection of your children you need to notify the club, giving details of the person who will be collecting on your behalf giving the staff member a password.
- If a parent arrives late, a late charge of £5.00 per child will be incurred per quarter of an hour to cover the costs of the staff who are legally required to supervise the child.
- If a parent is persistently late, the provision will consider terminating the place.
- No mobile phones will be permitted to use at Wrap Around Care, apart from the club's mobile phone which can be used by parents to contact the club.
- The security, health and well-being of our children are our priority.

Communication with Families

- If you need to get in touch with a member of the Frantastic Club between 7.15am–9am and 3.15pm – 5.30pm please call them directly on 07547246417.

Behaviour Policy

- We expect all children to have good conduct and standards of behaviour in the club as they do in school. The school's behaviour policy applies to Frantastic Club.

Photographs

- At times we may take photographs within the club. These images may be used for newsletters, to promote the club, on our website. Please can you inform a staff member if you do not want photos of your child to be displayed.

First Aid/Accidents

- It is important to realise that at times when children are playing "playground accidents" can happen. For this reason, we have staff that are qualified in administering first aid.



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- Any minor accidents will be dealt with and recorded. The parent/carer will be informed when collecting children from the provision. In case of a more serious accident, the appropriate action will be taken, and the parents will be informed immediately.
- Medication can be administered in line with the school's 'Medicine in School' policy requiring parents to complete a 'Request and Consent for the Administration of Medication' this form is available from Fran. It is the parent's responsibility to ensure that all medication/inhalers provided to the club has not exceeded its expiry date and is clearly marked with your child's name.

Illness

- If children are ill during a session, the parent will be contacted. If children suffer from an infection, or infectious illness the club will ask the parents to collect the child immediately, with the understanding that children will only be accepted back at the provision when they are fit. Please note that 48hrs is the requested time for sickness/stomach bug. This action is necessary for the protection of other children from infections and illness. The provision needs to be informed if children are not attending due to illness.

Child Protection/Safeguarding Children

- We take our responsibility for child protection seriously. All staff are aware of child protection issues and recognise signs of abuse, as well as procedures for referring them to our Child Protection Officer who will make the necessary referrals to the local authority. We also have a child protection policy in operation. Each provision will have a Designated Safeguarding Lead.

Emergency Closure

- If the Provision is closed at short notice, due to very exceptional circumstances i.e. no heating, burst water pipes etc, a full refund will be given for the day(s) the club is closed. We are unable to give refunds if the club is open and the parents make the decision not to send their children. In the rare situation of an emergency closure, the Frantastic staff will contact the parents, therefore please ensure that contact numbers are up to date on the registration forms.

- In adverse weather conditions please check on the school's website for opening information

Data Protection

- Any information held by the Provision will be stored in a locked cabinet.

Equal Opportunities

- The provision is committed to equality of opportunity for all.
- We are committed to provide the appropriate support where necessary to ensure integration.



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- We recognise all children as individuals with different needs.
- Inappropriate attitudes and behaviours will be dealt with sensitively.

Complaint Procedure

- If you have an issue or problem with any aspect of the club, in the first instance talk to the staff on duty who will do their best to resolve the issue to your satisfaction.
- If this course of action does not resolve the issue or you feel it is not an appropriate course of action, please follow the complaint procedure as in the policies.

Coronavirus Procedures

- In the event of an individual or groups displaying coronavirus symptoms, The Frantastic Club will follow the school's protocol in line with latest government guidance.

Please sign and return slip attached. Thank you.

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The Frantastic Club Parental Contract

I have read, understand, and agree to the terms and conditions found in this agreement.

Parent/Carer Signature

Frantastic Manager

Date