



Springfield After School Club **Terms & Conditions**

Enrolment

A child registration form must be returned prior to the child attending their first session; any changes of information including contact information must be given to the after school club as soon as possible. Any specific special, medical or dietary needs should be given to the after school club before the child attends any sessions.

No child will be accepted at Springfield After School Club until a full registration pack is completed and returned. No children will be accepted at the club without a prior booking or notification of an ad hoc booking. In this situation, parents will be contacted to collect their child immediately.

For regular bookings, a full booking form is required. This allows us to staff the after-school club accordingly with the adult child ratio, and to make us aware of any special requirements for your child.

If there are no spaces available, you will be added to a waiting list and thereafter contacted when a space can be allocated.

In emergency situations or due to unforeseen circumstances, ad hoc bookings can be made by calling the school directly or emailing asc@springfield.sch.je **before 12 noon**. Providing there are spaces available, we can agree to take your child. Please see the payment section for details of how this will be charged.

Cancellations

5 working days' notice is required for cancellations and amendments with a confirmed space at the after-school club. This can be done directly via the email address: asc@springfield.sch.je or by telephoning the school on 01534 759657.

If your child is booked in for sessions at the after school club but then is unfortunately not in school due to illness, charges will still apply for those days. The same charges will apply also if your child is attending an after school activity or has unauthorised absence as staffing ratios still need to be maintained.

Springfield School reserves the right to change session specifications wherever necessary.

A full refund will be provided in the unlikely event of the session being cancelled (e.g. weather conditions or industrial action). This will be communicated by an announcement from the school.

No charges will be made if your child cannot attend a booked session due to taking part in a school residential visit. Parents will have sufficient notice from the school regarding residential visits, allowing them to contact the after school club accordingly.

Late Collection

Parents/carers are asked to leave a contact telephone number, also of two others alternatives these will be kept on file in the event of an emergency. If the child's parents/carers or emergency contacts cannot be contacted, and staff are required to stay on duty to adhere to the adult to child ratio, then the late collection fee will be applied. If we have not had any contact from the parent/carer within half an hour, then the school safeguarding policy will be activated, involving educational welfare and the police.

A late collection charge of £5 will also be applied if your child is collected after their allocated time, however if there has been a change in circumstances, i.e. work commitments or just requiring more time, after school club can be contacted via the usual school number, the child's time will be extended and you will be charged the normal rate.

Springfield After School Club has the right to refuse entry if fees have not been paid from previous attendance.

It is the duty of the parent or carer to advise the club if the child will not be in attendance for any reason.

We reserve the right to cancel the booking if payments are not up to date. 5 days' notice will be given for you to make other arrangements for childcare.

Payment

Springfield School are not in a position to financially support children attending the after school club. Parents that are in receipt of income support may be able to receive additional financial help and should take advice from income support by contacting them on 01534 444444 or by email: income.support@gov.je. Alternatively, visits to the 'Customer & Local Services' on La Motte Street are also encouraged to seek face to face guidance.

Fees are chargeable as follows:

- 2:45pm – 3:45pm £5.50 (£4.00)
- 2.45pm – 4.45pm £7.50 (£6.00)
- 2.45pm – 5:15pm £8.00 (£6.50)

If you have more than one child attending the after school club, the charge for your first child is as above. Any additional siblings will be charged as shown in (£)

Our preferred method of payment is online banking; however, accounts can be paid by cash or cheque. Payments online can be made to: [https://one.gov.je/service/Springfield School Payments](https://one.gov.je/service/Springfield_School_Payments)

Ad hoc bookings will need to be paid for on the day or within 5 working days as an invoice will be issued. Failure to pay may result in future bookings not being considered or agreed.

I agree to pay my fees for each half term within 14 days of invoice by cash, cheque or bank transfer. I understand that **failure to do so may result in losing my child's place at Springfield After School Club**

Receipts are issued following full payment.

I understand that I must collect my child by the time I have paid for. Failure to do so will result in an immediate late collection charge of **£5 for every 15 minutes.**

I agree to collect my child, when contacted by a member of staff, if he/she becomes ill and to keep him/her at home until he/she is well.

In the case of any complaints or concerns regarding the practice at Springfield After school Club, please address your complaint or concern in writing to Mrs Jo Lopes who is the manager. If you do not receive a satisfactory response, you will then be referred to the formal complaints procedure.

Child's Name.....

Signed.....
(Parent/Carer)

Date.....

Springfield After School Club: asc@springfield.sch.je