



Vernham Dean Gillum's CE Primary School

Wraparound Care Terms and Conditions

Effective from:

Please read these Terms & Conditions carefully before completing your child's registration. If you have any questions regarding the Wraparound Care provision, please contact the school office.

References to "parent", "parents", "carer", "family", or "families" within this document refer to adults aged 18 or over who have legal responsibility for the child/children attending the provision and/or responsibility for payment of fees.

1. Registration

- Parents/carers must complete all required registration and child information forms before a child may attend Wraparound Care.
- By registering for the provision, parents/carers confirm that all information provided is accurate and up to date.
- Parents/carers must ensure the school is informed promptly of any changes to contact details, medical information, collection arrangements, or emergency contacts.
- Completion of registration confirms acceptance of these Terms & Conditions and the school's relevant policies, including Safeguarding, Behaviour, and Data Protection policies.
- The school reserves the right to refuse or withdraw a place where registration information is incomplete or inaccurate.
- If a child has additional needs, medical requirements, or requires additional adult support, parents/carers must discuss this with the school before attendance begins to ensure the provision can safely meet the child's needs.
- Where additional staffing, specialist training, or resources are required beyond the school's standard staffing arrangements, additional charges may apply.

2. Bookings

- Bookings for Breakfast Club and After School Club must be made using the school's designated booking system.
- All bookings are subject to availability and allocated on a first-come, first-served basis.
- Breakfast Club operates from **7:45am until the start of the school day at 8:45am**.
- After School Club operates from **the end of the school day at 3:30pm until 5:30pm**.
- Children may not arrive before the advertised opening time and must be collected promptly by the published closing time.
- Parents/carers are encouraged to book sessions in advance.
- Ad-hoc bookings may be accepted subject to availability.
- The school reserves the right to limit bookings where demand exceeds available spaces.
- Currently, Wraparound Care does not operate during INSET days or school holidays unless notified separately.

3. Fees & Payments

- All fees must be paid in advance.
- Payment methods and fee information are available through the school office and/or online booking system.
- Failure to maintain payments may result in suspension or withdrawal of a child's place.

- Fees remain payable for booked sessions regardless of non-attendance, except in exceptional circumstances agreed by the school.
- The school reserves the right to revise fees. Parents/carers will be given reasonable notice of any fee changes.
- Any outstanding balances must be cleared before additional bookings can be made.
- The school reserves the right to recover unpaid fees through appropriate procedures.

4. Late Collection Charges

- Children must be collected by the end of their booked session.
- Late collection charges may apply where a child is collected after the agreed collection time.
- Persistent late collection may result in the withdrawal of a child's place within the provision.
- Parents/carers must notify the school as soon as possible if they expect to be delayed.
- Where a child remains uncollected and no contact can be made with parents/carers or emergency contacts, the school reserves the right to contact relevant authorities.

5. Arrival & Collection Procedures

- Children attending Breakfast Club must be signed in by a member of staff.
- Children attending After School Club will be registered by staff at the start of the session.
- Children may only be collected by authorised adults named on the child's registration form.
- Staff may request identification from unfamiliar adults collecting children.
- Children will not be released to persons under the age of 18.
- Parents/carers must provide the school with up-to-date collection arrangements and emergency contact information.

6. Absence & Illness

- Parents/carers must notify the school if their child will not attend a booked session.
- Children who are unwell or have an infectious illness must not attend the provision.
- The school follows current public health guidance regarding exclusion periods for infectious illnesses.
- Children who have experienced vomiting and/or diarrhoea must remain absent for at least 48 hours after the last episode.
- If a child becomes ill during a session, parents/carers will be contacted and may be asked to collect their child immediately.
- In the event of a medical emergency, staff will seek appropriate medical assistance.

7. Behaviour Expectations

- All children attending Wraparound Care are expected to follow the school's behaviour expectations.
- The school's Behaviour Policy applies throughout the provision.
- Persistent inappropriate behaviour, unsafe conduct, bullying, or behaviour placing others at risk may result in suspension or permanent withdrawal from Wraparound Care.
- The school reserves the right to refuse attendance where a child's behaviour compromises the safety or wellbeing of others.

8. Safeguarding & Welfare

- Safeguarding and promoting the welfare of children is the school's highest priority.
- All staff working within the provision are appropriately vetted, including enhanced DBS checks.
- Staff receive safeguarding training in line with school requirements.

- Any safeguarding concerns will be managed in accordance with the school's Safeguarding and Child Protection Policy.

9. Data Protection

- The school complies with the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018.
- Personal information collected is used solely for the safe administration and operation of the Wraparound Care provision.
- Information may be shared with relevant agencies where legally required or where safeguarding concerns arise.
- Parents/carers may request access to personal information held about themselves or their child in accordance with data protection legislation.
- Further information can be found within the school's Privacy Notice and Data Protection Policy.

10. Cancellations, Closures & Termination

- Parents/carers wishing to cancel sessions should provide notice to the school office as soon as possible.
- Credits or refunds will be considered in line with the school's cancellation procedures.
- The school reserves the right to close the provision due to emergency situations, adverse weather, staffing shortages, or circumstances beyond its control.
- The school will make every effort to notify parents/carers promptly in the event of closure.
- The school reserves the right to withdraw a child's place where:
 - a) fees remain unpaid;
 - b) behaviour expectations are repeatedly breached;
 - c) collection arrangements are unsafe or repeatedly late; or
 - d) false or misleading information has been provided.
- Aggressive, abusive, or threatening behaviour towards staff, children, or other families will not be tolerated and may result in immediate exclusion from the provision and/or school site.

11. Food & Nutrition

- A healthy breakfast is provided during Breakfast Club.
- A light snack is provided during After School Club.
- Parents/carers must notify the school of any allergies, intolerances, dietary requirements, or medical conditions.
- The provision operates as a nut-aware environment. Nut products should not be brought onto the premises.

12. Personal Belongings & Mobile Phones

- Children should not bring valuable items to Wraparound Care.
- The school cannot accept responsibility for loss or damage to personal belongings.
- Mobile phones brought by children must be handed to staff for secure storage during sessions.
- Parents, carers, and visitors must not use mobile phones or devices capable of taking photographs within the provision.

13. Equal Opportunities

The school is committed to equality, inclusion, and fairness for all children and families in accordance with the Equality Act 2010.

Wraparound Care aims to provide an inclusive environment where all children are valued and supported.

14. General

- Wraparound Care is operated by the school and forms part of the school's wider provision.
- All relevant school policies apply to the operation of Wraparound Care.
- These Terms & Conditions are subject to review and may be updated periodically.
- Parents/carers will be informed of significant changes in writing.

For further information, please contact the school office.