

Schoolfriend Club Terms & Conditions

After-school Club Prices

Where school closes earlier, end of term etc., these charges may be increased to cover additional hours. *There is a penalty charge of £5 for any child collected ten minutes after official closing time of the club, and £10 after 20 minutes. There will be a charge of £2 for every five minutes late thereafter.

Registration

- All parents/carers must complete our Registration Form before a child can be accepted at a club. Registration Forms can be obtained from the Club directly, or from Head Office.
- No child can be accepted without the Registration Form being completed in full.
- Any changes to the information contained on the Registration Form, whether it be contact details, medical details, change of address, etc., must be notified in writing by the parent/carer as soon as possible to Head Office and the club.

Payment for Sessions Booked/Attended and Penalties

- Unless otherwise agreed in writing with Head Office, all fees must be paid in advance with cleared funds.
- All fees and charges must be paid by cheque, credit card or postal orders by the first day of term. For bookings after the first day of term, payments must be made within 1 week and in any event prior to the day of the booked session.
- Failure to settle all fees and/or penalties when due may result in Schoolfriend etc taking action (including legal action) to recover all outstanding debts.

CHANGES TO BOOKED SESSIONS

Cancellation of Booked Session

- Sessions which have been booked and paid for cannot be refunded unless:
 - a) Parent/carer gives 48 hours' notice to Head Office of cancellation of session.
 - b) Schoolfriend etc closes the club (for example if it is required to close due to unforeseen circumstances.)
- Sessions can only be transferred if Head Office receives 48 hours' notice of the required change of date and there is availability for the requested session.

Booking additional Sessions

- All additional sessions requested by parents / carers are subject to availability as we must ensure that we have sufficient staff on site.
- No parent/carer should consider a booking as being accepted until payment has been received and Head Office has confirmed the booking.
- All additional sessions booked must be paid for in advance by 12.30pm at the latest on the day that the session is required. Bookings made after this time will incur a £2.50 late booking fee, per child.
- Children who turn up at the club to attend additional sessions without the parent/carer first booking and paying with Head Office will be looked after whilst their parent is called to come and collect them. The parent/carer will incur a fine of £10 on top of the £5.50 after-school charge, per child.

Responsibility for Payment

- The responsibility for payment of all fees, charges and penalties lies at all times with the person who has made the booking.
- Failure by Schoolfriend etc to make a written or verbal request for payment of fees does not constitute an excuse or reason for late or non-payment under any circumstances.

Penalties for Late Collection

- It is the responsibility of all parents/carers collecting children to do so promptly at the end of the session. Failure to do so will expose the parent / carer to the payment of a financial penalty and will constitute a breach of the terms and conditions, entitling Schoolfriend etc to exclude the child from subsequent sessions.
- All parents/carers collecting children at or after 10 minutes beyond the closing time of the club will be charged a late collection penalty of £5.00 per child.
- Any parent/carer collecting children at or after 20 minutes beyond the closing time of the club will be charged a late collection penalty of £10.00 per child.
- The penalty must be paid through Head Office before the child is able to return to the club.

- Where the penalty is outstanding, and further sessions have been booked and paid for by the parent/carer, Schoolfriend etc reserves the right to exclude the child from the club, until the penalty is paid, without issuing a refund for sessions unattended.

Childcare Tax Credit Scheme

- Schoolfriend etc co-operates with the Inland Revenue in verifying all claims made under the childcare element of the Working Tax Credits Scheme.
- Any parent/carer suspected of abusing the childcare element of the Working Tax Credits Scheme will be notified immediately to the Inland Revenue.
- Schoolfriend etc does not and will not support fraudulent claims and will assist the Inland Revenue in any claim enquiries they may make.

OFSTED Registration

- All Schoolfriend Clubs undergo Ofsted registration. However, where we open clubs that are still waiting for the Ofsted registration to come through, the club will either not take Under 8's at all, or will take Under 8's for up to one and a half hours only. The decision is made at Head Office, so please call for confirmation as to whether or not your club takes Under 8's currently.
- Head Office will notify parents / carers of children at unregistered clubs when registration is granted. As registration is at the discretion of Ofsted, Schoolfriend Club provides no warranty or guarantee as to whether or when registration will be achieved.

Grounds for Exclusion

- Any child who has suffered from diarrhoea, sickness, high temperature/fever or conjunctivitis must be kept away from the club for a period of 48 hours after such condition has ceased.
- Any child suffering from head lice must be kept away from the club until the hair has been fully treated and cleared.
- Should any child suffer from any of the above whilst at the club, the staff will contact and ask the parent/carer to come and collect the child as soon as possible.
- Other grounds for exclusion are persistent poor behaviour on the part of the child (which includes, but is not limited to, bullying, verbal abuse, physical violence, fighting, racial incidents, defiance, rudeness to others, dishonesty, disobedience and deliberate damage to property), or non-persistent incidents of particularly serious behaviour (for example which endangers children or staff) or where a parent/carer is in breach of any of our terms and conditions.
- Refunds will not be made if children are excluded on the grounds set out above.

Reservation of Rights

- Schoolfriend etc reserves the right to exclude a child or family from attending the club or to refuse to accept a registration in its sole discretion.
- Schoolfriend etc reserves the right to close the club on the grounds of staff shortage, unavailability of facilities, or any other reason which in its reasonable opinion necessitates closure. Reasonable notice will be given where possible.
- Schoolfriend etc reserves the right to change these terms and conditions at any time and will give written notice of such changes to parents / carers.

Legal: Waivers, Exclusions, Jurisdiction

- No failure or delay by Schoolfriend etc in exercising any of its rights or remedies shall prejudice or affect its ability to do so unless it has provided a specific waiver or release in writing.
- These terms and conditions are governed by English law and subject to the jurisdiction of the courts of England and Wales.
- Schoolfriend etc shall not be liable for any direct or indirect loss suffered by parents / carers as a result of club closures under the terms of the agreement, including but not limited to loss of profits, increased costs or expenses or wasted expenditure.
- Schoolfriend etc accepts no liability for the administration of medicine in accordance with parents / carers written instructions. Medicines will not be administered in the absence of written instructions.
- Schoolfriend etc accepts no liability for loss or damage (including consequential loss) to property brought to club premises caused by the actions of children or third parties or for accidental damage caused by club staff.
- Schoolfriend etc accepts no responsibility for injury caused from pre-existing medical conditions which are not notified to the club.