



## Holiday Club Agreement

### Terms and Conditions

When you book a Holiday Club Session, you are accepting the Terms and Conditions as detailed below, which act as an agreement between you and the Trust, as well as letting you know what to expect from our Holiday Club Service.

### Contact Details

For all holiday club enquiries, please call 01392 304040 or email [holidayclub@tcat.education](mailto:holidayclub@tcat.education)

### Children

Our Holiday Club is open to all primary school aged children from Reception to Year 6 at Broadclyst, Westclyst and Monkerton Primary Schools. It runs at Westclyst Primary School alongside the Nursery holiday provision so families with children in all age groups will be able to book their children into this out of term time care provision.

### SEND

If your child has additional needs, where more staff are required to support your child, please can you contact Teresa Cavallo via email [holidayclub@tcat.education](mailto:holidayclub@tcat.education) to discuss your child's specific circumstances before making a booking. We will need to ensure that we have the correct ratio of staff and support in place before we can guarantee a place for your child. This will depend on the recruitment of suitably trained and experienced staff and the financial income to enable the club to operate safely.

### Sessions

Sessions can be booked during school holidays (excluding weekends, bank holidays, staff training days and Christmas Holidays) up to 48 hours in advance\*. The bookings for sessions are taken via [WisePay](#) where you will see a Holiday Club module. Each day of the holiday there are two half day sessions, one for the morning and one for the afternoon, so you will need to book both sessions if you wish your child to stay all day. The sessions times are as follows:

- 8:00 – 12:30
- 12:30 – 5:00

Places for sessions will be allocated on a first come first served basis.

\*You may be able to book a session within 48 hours (subject to availability) by calling 01392 304040. For late bookings, you will be required to pay on the day via contactless. Unfortunately, we will not be accepting payment via childcare vouchers or tax-free credits for late bookings.

### Fees

The price for Holiday Club is £4 per hour. You will need to pay for a full session even if you do not need the full time in that session. Sessions prices are detailed below:

Session	Price
8:00 – 12:30	£18
12:30 – 17:00	£18
8:00 – 17:00	£36

## Payments

Payment terms are as follows:

- If you are paying via your child's WisePay account, **payment must be made at the time of booking.**
- If you are paying by childcare voucher or tax-free childcare, you must transfer the funds immediately after booking.
- If you make a late booking, you will be required to pay upon arrival via contactless.

## Drop off / Pick Up

Ideally, all children should be dropped off between 8:00 – 8:30 (morning session) or 12:30 – 13:00 (afternoon session)

Ideally, all children should be collected by 12:30 (morning session) or by 17:00 (afternoon/all-day session).

If your child is in Year 4 – 6, and you wish for them home from holiday club alone, prior consent must be given. Please inform staff when dropping off, or by emailing [holidayclub@tcat.education](mailto:holidayclub@tcat.education). If your child does not arrive by 8:30, as part of our safeguarding process, we will contact you to inform you.

## Late Pick Up

If, for any reason you are unable to collect by 17:00, we ask that you call to inform staff. If you have not collected by 17:30, we may have to contact external agencies to advise them that we have an uncollected child. If you are unable to collect your child within the time frames detailed above, you may be charged a late pick-up fee. This will be £4 for up to an hour late and £18 for over an hour late. This will be payable via contactless at the point of picking your child up.

## Absences

If your child will not be attending a booked session, e.g., due to illness, you should notify the school before the start of the session, by calling 01392 304040. Please leave a message providing your child's name and reason for absence. Unfortunately, no refund will be given for the session missed.

## Sickness, First Aid and Emergency Medical Treatment

If your child becomes unwell while at Holiday Club, we will contact you and discuss whether you need to collect your child. Unfortunately, no refund will be given for the session.

The administration of First Aid and Emergency Medical Treatment will be in line with the Trusts' *'Supporting Children with Medical Needs, First Aid & Administration of Medicines Policy'* which can be found [here](#).

Please use this form: [Holiday Club Data Collection Form](#) if your child has any medical or allergen information so our staff are aware and can manage accordingly.

## **Behaviour**

Staff reserve the right to exclude or refuse any participant before or during an activity if it is considered that the child is wilfully and repeatedly disobedient or disruptive or shows lack of respect to others. Although always a last resort, if staff decide that your child's behaviour is unsatisfactory, it is your responsibility to plan for your child's immediate collection and that all costs are at your expense. No refund of the session will be made.

## **Cancellations / Refunds**

If you give us at least a weeks' notice before the session you would like to cancel, you will receive a full refund. If you give us less than a weeks' notice before the date(s) you would like to cancel, no refund will be payable.

If we must cancel holiday club (for example, due to staff shortages or severe weather conditions), you will receive a full refund.

## **Timetable and Activities**

From time to time, we may need to change venues, dates, and activities for reasons within or outside our control.

Activities are subject to change in the event of unsuitable weather or other circumstances beyond our control. Timetables displayed on our website are a guide and are subject to change. Specific activities such as trips/events (where available) are scheduled in advance as much as possible, however, if you are booking individual days, we cannot guarantee these activities will fall on those days.

## **Personal Property**

All your child's personal property is yours and your child's responsibility, and we are not liable for any lost or damaged property during sessions. If you believe that your child has left an item at the club, please telephone, or email us and we will do their best to assist you.

## **Mobile Phones and Electronic Devices**

All electrical devices are prohibited. If found, children will be asked to hand over the device which will then be securely stored. The device will be returned to the authorised parent/carer at the end of the session.

Mobile devices are prohibited for use during holiday club. If you require your child to have a mobile phone with them, it will need to be handed to staff at arrival for safe keeping. It will be returned at the end of the session.

## **Safeguarding**

The holiday club staff will be overseen by the leadership team and operate under our safeguarding policies which can be found here: [Policies \(tcat.education\)](#)