

Get Active Terms and Conditions



Version 7 (updated December 2015 for 2016/17)

1 Introduction

- 1.1 The Get Active team, based at The High Street Centre in Rawmarsh aim to provide a safe, supporting and stimulating environment for children to play and learn. We have highly qualified staff that will ensure children are encouraged and nurtured and given the opportunity to try out new activities that meet the needs of both children, and parents/carers.
- 1.2 All parents must adhere to and sign the terms and conditions set out here, and fully complete a Registration Form.
- 1.3 Each family will receive a Get Active Welcome Pack.
- 1.4 Get Active reserve the right to update and amend the Terms and Conditions. Parents/carers will be sent a letter with any amendments to read and sign, a copy of these will then be issued for your records.

2 Registration

- 2.1 All parents/carers will need to complete a Registration Form, and agree to the terms and conditions. The Get Active team cannot care for your child until all required paperwork has been signed and received.
- 2.2 The Get Active team will confirm, in writing, that all paperwork has been signed and received, the date that your child will commence and a copy of the signed terms and conditions.
- 2.3 Full details of the child/children and the parent/carer will need to be given prior to the child commencing.
- 2.4 Parents must make clear if their child is Ad hoc or fully registered.
- 2.5 All new starters must pay one month's attendance in advance of childcare commencing. Where this is not possible (eg if children are starting in less than 1 month) an agreement will be made with individuals.

3 Term dates and opening times

- 3.1 Get Active After School Childcare will be open in term time only.
- 3.2 Children will be collected from School at the usual finish time.
- 3.3 Get Active After School Childcare closes at 6pm.
- 3.4 When children attend school trips and return to school at a later hour than the usual pick up time, we are not able to collect them from school.
- 3.5 Parent/Carers must give two week's notice to cancel sessions (eg for inset days or holidays)
- 3.6 We are open term time only – this is in line with RMBC holiday dates

4 Fees- registration

- 4.1 Payment for full registration is made monthly on or before the 25th of each month.
- 4.2 Payment is to be made by on-line banking, cheque or cash to The High Street Centre. Cheques should be made payable to The High Street Centre. You must write a cheque guarantee number on the reverse of your cheque and, where applicable, the invoice number and the name of the child(ren). We encourage payments to be made on-line wherever possible – please include child's name in the payment reference.
- 4.3 An invoice will be issued with all sessions for the following month on or before the 20th of each month.
- 4.4 Invoices must be paid in a timely manner by the date stated above.
- 4.5 The fee from April 2016 is £8.00 per session per child, including a snack (and will be reviewed 6 monthly).
- 4.6 Refunds will not be issued for sessions already paid for (exceptions see point 6).
- 4.7 Parents will be invoiced for all sessions dating from the first to the last day of every month.
- 4.8 Late fee of £10.00 will be issued to parents who fail to pay 1 week in advance of childcare. Eg childcare commencing on Monday 8th April it must be paid before Monday 1st April. In the first instance you will receive a telephone call to inform you that you have not met the 1 week payment terms. A date will be agreed for you to pay. If you do not meet the agreed date the £10 charge will be added to your bill.
- 4.9 Persistent late payment may result in the child's place being terminated.
- 4.10 Invoices for children who are registered "Ad Hoc" must be paid one week before the child's attendance. Where this is not possible, the fee should be paid as soon as practicably possible. This MUST be before the child attends the session.
- 4.11 A child's place is not secure until we receive full payment. We reserve the right not to collect a child if we have not received payment for the session (we would inform you if this was to happen)
- 4.12 All money / cheques should be handed in to the High Street Centre office in a sealed envelope.

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- 5 Late Collection of Children and Additional Charges**
- 5.1 It is the responsibility of the parent/carer to collect their child/children at the end of each session.
 - 5.2 Persistent late collection may result in the child's place being terminated.
 - 5.3 We will charge £10.00 for any children who are not collected by 6pm. A further fee of £5.00 will be charged for every 15 minutes after this.
 - 5.4 Any bank charges that we receive due to declined transactions will be added to your next bill.
 - 5.5 Charges will be made for copy invoices at £1.00 per copy
- 6 Refunds/Cancellation / Non attendance**
- 6.1 The High Street Centre will charge full session fees for all unauthorised absenteeism.
 - 6.2 There will be no refund for any sessions partially attended.
 - 6.3 There will be no refund for children who do not attend due to sickness.
 - 6.4 There will be no refund if the child does not eat snack.
 - 6.5 One month's notice must be given to withdraw the child from Get Active Childcare.
 - 6.6 Parent/carers wishing to withdraw childcare must do so in writing. No responsibility will be taken for verbal cancellations.
 - 6.7 Parent/carers are to give 1 month's notice to alter a child's pattern of attendance.
 - 6.8 Parent/carers must notify the Get Active team by telephoning the High Street Centre, in the event of your child being absent from school due to sickness/holiday to ensure that staff are not waiting to collect your child unnecessarily. You may be charged a £5.00 fee on top of your usual session fee, if we have travelled there unnecessarily.
 - 6.9 We are unable to provide refunds when Get Active After School Childcare is open, and Parent/carers choose not to send their child/children.
 - 6.10 Please ensure you contact the office direct with any changes to attendance or regarding payments, do not contact staff via personal mobiles or social media sites.
 - 6.11 See 3.5 you must give 2 week's notice to cancel any sessions
- 7 Severe Weather / Closure of Provision**
- 7.1 Get Active After School Childcare will carry out Risk Assessments to ensure that the safety of both staff and children is of utmost importance. In the event that The High Street Centre does not collect your children due to closure through severe weather (or similar unforeseen incident) a full refund for this session will be provided.
 - 7.2 If the child's school closes due to adverse weather conditions you must inform us. You may be charged a £5.00 fee on top of your usual session fee if we have travelled there unnecessarily
 - 7.3 The Get Active team will carry out Risk Assessments to ensure that it is safe for children to walk from school to the High Street Centre when the pavements are slippery. The Risk Assessment may recommend that children are transported in either by bus or taxi, whichever is the safest option.
 - 7.4 The Get Active team may be unable to collect your child from the school if it closes in severe weather.
- 8 Transportation**
- 8.1 Children will be collected from an agreed meeting point at school and transported to The High Street Centre, either by walking, taxi or bus. The Get Active team will sign in each child on collection.
 - 8.2 To ensure the safety of children a minimum of 2 adults will accompany the children on the journey from school to The High Street Centre.
 - 8.3 Children (and staff) will wear high visibility vests on the journey. (children not required to wear visi vest when travelling in taxi)
 - 8.4 Children should be equipped with sensible walking shoes and suitable outdoor clothing for the walk from school to The High Street Centre.

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- 9 Age of children**
- 9.1 The Get Active team can accept children from Foundation Stage 2 onwards (Full-time school).
 - 9.2 Once young people begin secondary school we can no longer offer after school childcare
- 10 Handover of Care**
- 10.1 On the Registration Form you are asked to give the details of at least two people who may collect your child if the need arises, these must be someone other than yourself. Parent/carer will need to inform Get Active staff who will be collecting your child if there is a change to regular collection.
 - 10.2 The Get Active team will operate a password system for safe collection of children.
 - 10.3 Any families who are in dispute over parental responsibilities should ensure Get Active staff are aware of this, to ensure the handover of the child is to the correct person.
- 11 Ad hoc sessions (as and when)**
- 11.1 Parent/carers wishing to book any ad hoc sessions must contact the Get Active team at The High Street Centre to ensure a place is available for your child/children. This must be done at least two weeks before the child is due to attend. Ad hoc sessions are made available on a first come, first served basis.
 - 11.2 Ad hoc sessions are paid for weekly. Last minute bookings must be booked and paid for before care can commence.
 - 11.3 It is the parent/carer's responsibility to inform Get Active what sessions the child is to attend each week. We will not accept any responsibility if your child is not collected by the Get Active team from school if the team have not been informed by the parent/carer that the child requires care.
 - 11.4 Parents who book children into the childcare service on the same day (last minute booking) will pay a higher rate of £10.00 for care to cover the administration in organising this. Late bookings are subject to availability and cannot be guaranteed.
- 12 Health / Sickness**
- 12.1 Parent/carers must declare any known medical conditions or health problems prior to registration.
 - 12.2 Parent/carers must inform the Get Active team if the child has been in contact with any infectious diseases.
 - 12.3 Parent/carers must not bring unwell children to the after school childcare provision and must comply with exclusion guidelines (a copy will be given as part of your welcome pack)
 - 12.4 Parents/carers should discuss any medical needs of children with Get Active staff, prior to registration.
- 13 Safeguarding Children**
- 13.1 All staff (and volunteers where possible) have Disclosure and Barring Service checks in place. (previously known as CRB check)
 - 13.2 All staff have undergone Safeguarding Children Training via Rotherham Safeguarding Children Board (part of RMBC).
 - 13.3 Policy statements and procedures can be found in a file at The High Street Centre
 - 13.4 Get Active will follow the Toileting Procedure for any children who require assistance with toileting. Parents should inform staff if children may require assistance in this area.
 - 13.5 Any concerns over children's safety or any issues raised by children to staff will be dealt with by following the Safeguarding Children policy of the High Street Centre
- 14 Additional Care Needs**
- 14.1 Parent/carers are advised to discuss any additional care needs with the Get Active team prior to the child/children registering for childcare to ensure that the needs of the child can be met. Any additional needs should be written on the registration form and this should include any treatment that is ongoing but has not yet been diagnosed.

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- 15 Accidents**
- 15.1 All incidents will be logged on an Incident Slip. A copy will be kept by the Get Active team with the children's personal details and a copy given to the child's Parent/carer. Any accidents will be logged in the High Street Centre Accident Book.
- 16 Loss of property**
- 16.1 The Get Active team will not be held responsible for the loss of any property brought onto the premises by the child or parent/carer.
- 16.2 We recommend that all children's clothes are clearly labelled with their name to reduce the risk of loss of clothing.
- 17 Grounds of Exclusion**
- 17.1 Rules will be kept to a minimum to create a relaxed atmosphere. However children will be expected to follow instructions of staff, be courteous and considerate of others, and exhibit "good behaviour". Any child whose behaviour is unacceptable will lose the right to attend the After School Childcare.
- 17.2 Persistent poor behaviour on the part of the child 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, as per the behaviour policy.
- 17.3 The Get Active team will record unacceptable behaviour on an incident slip, which is kept on record and a copy given to parents. A maximum of three recorded incidents may result in the temporary or permanent exclusion of the child. This will be at the discretion of the Get Active Project Coordinator.
- 17.4 A child may be considered for exclusion when a parent/carer is in breach of any of the terms and conditions.
- 18 Complaints**
- 18.1 In the first instance the Get Active team will try to resolve any concerns informally through discussions.
- 18.2 In the event of a complaint the parent/carer should contact the Get Active Project Co-ordinator on 01709 719 478.
- 18.3 Formal complaints should be made in writing to the Centre Manager as per the complaints procedure.
- 19 Data Protection / Confidentiality**
- 19.1 All parent/carers and children's details will be kept in a lockable cupboard to comply with data protection
- 19.2 All records that the Get Active team have to keep, in line with Ofsted, will be kept in a lockable cupboard and destroyed in the appropriate manner.
- 20 Contact Details/Useful Information**
- Get Active Project Coordinator – Nicola Sharpe
Get Active Childcare Session Leader – Leomi White
Get Active Childcare Support Workers – Zoe Hatt, Jane Matthews, Sarah Schofield and Clare Groves
Telephone contact number: 01709 719 478
-  E-mail: rawmarshgetactive@hotmail.co.uk
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