

The Colleton After School Club (ASC) Terms and Conditions

Bookings

- The After-School Club (ASC) is for sole use of children attending The Colleton Primary School.
- Bookings are made, in advance for the term. In the event that places are not available on the required day(s), a waiting list will be maintained.
- The place at the ASC will only be confirmed once the terms fees have been paid in full including any arrears for ad hoc sessions, late collection fees or any other fees that have fallen due. Where payment is to be by childcare vouchers evidence that they have been sent to the school will be required.
- Notice of intention to stop using the ASC must be supplied in writing **4 weeks in advance**, by a family member to the asc@colleton.wokingham.sch.uk email. Notice of intention to stop using the ASC can be given at any time, but if the expiry period of the notice falls on a date before the end of the current term, the notice of intention will take effect for the next term only. There will be no refunds for unused sessions for the remainder of the current term.
- If no changes are advised by the last day of term, it will be presumed that the next term's booking will be the same as the previous term and payment will be due.

Ad-hoc Sessions

- Where spaces are available ad-hoc sessions will be offered at a higher fee than booked sessions.
- These must be requested by email to the asc@colleton.wokingham.sch.uk email address before 2pm on the day before the session is required.
- Email confirmation that the place is available will be sent by 6pm.
- Payment must be made within 5 school days. If payment is not made within 5 days, we reserve the right to refuse any further requests for ad hoc sessions until the debt is cleared in full. If the debt remains unpaid by the first day of the new term, we reserve the right to not offer a place in the ASC.
- The asc@colleton.wokingham.sch.uk email will only be monitored between 2pm and 6pm.

Cancellations

- As above, notice of intention to stop using the ASC must be supplied in writing 4 weeks in advance to the asc@colleton.wokingham.sch.uk email.
- Sessions cancelled by families are non-refundable. In the event of an unforeseen school closure including but not limited to, a snow day or lockdown "a 50% refund will be issued".
- There will be no refund or reduction of fees for pupils who attend school or residential visits or after school extracurricular activities. There will be no refund or reduction of fees where places are cancelled without the required notice or where the child is absent from school for any reason.
- Families who pay by childcare vouchers need to check their providers refund policy.

Fees & Payment

- In normal circumstances fees will be reviewed and set by the School Governors annually in April/May for implementation in September. Families will be sent a letter detailing the new fees by the end of the Summer Term. With the settling of the pandemic, it has been possible to review and reduce the cost of a booked session.
- Fees from the 6th September 2022 will be £11 for sessions booked in advance and £13.50 for an ad-hoc session.
- The ASC will accept payment for fees by online payment. Childcare vouchers are also accepted; a list of current companies is available on the school website. Please allow enough time for the money to reach the account before term starts.
- Bookings and payments will be administered using the Scopay system in the same way as school dinners and trips. Users will be able to see the sessions booked and any balances.
- At the end of every term a payment reminder will be emailed to ensure that payments are received in time to confirm places for the following term. Please contact the ASC Manager or the School Business Manager as soon as possible about any payment concerns.
- If the amount due is still outstanding by the first day of term a cancellation of membership letter will be issued stating that terms of membership have been breached and the child's registration is cancelled. The place will then be offered to a child on the waiting list.
- Staff will not enter into any negotiation with families about fees; any request for special terms etc will be referred to the School Governors, who will have discretion in resolving such matters in fairness to both parties.

Late Collection Fee

- A late collection fee will be charged at the rate of £1 for every minute after 6pm. Persistent offenders will result in their registration being cancelled and their usage of the ASC being withdrawn.
- A condition of using the ASC is that children will be collected by 6pm. If a child is collected late on three or more occasions, the family will receive a standard letter warning them that they have repeatedly breached the terms of their membership of the ASC and their child's registration is likely to be cancelled if there is any further breach.
- If the child is collected late again, the family will receive a second letter terminating their membership and informing them that their child's registration has been cancelled. No fees will be refunded. The Headteacher will be advised of the action taken.

Withdrawal of Membership

The ASC reserves the right to withdraw the use of this facility in the following circumstances:

- Failure to pay fees correctly charged in a timely manner
- Contravention of any of the conditions contained within this terms and conditions document or the ASC policy document after sufficient notice has been served. Sufficient notice being one verbal notification and one written notification for repeated misbehaviour.
- Where the child is unable to follow the ASC behaviour code in the opinion of the ASC manager and the Headteacher, one verbal and one written warning that the behaviour is not acceptable will be given before the ASC membership is liable to be cancelled. In the event of a serious behavioural incident, including but not limited to, physical assault on a member of staff, no warnings need to be given before membership of the ASC can be cancelled.
- Where it is the opinion of the ASC Manager and Headteacher that the continued attendance would be to the detriment of either the child, other ASC members or staff.
- The child turning up for a session without a correct booking being made on more than 2 occasions in an academic year.

Refunds will not be offered.

Family Agreement

I have read the ASC Terms & Conditions and Policy Document and agree to abide by them. In particular I acknowledge that I have noted the cancellation and refund rules.

Signed.....(family member)

Name (please print)Date.....