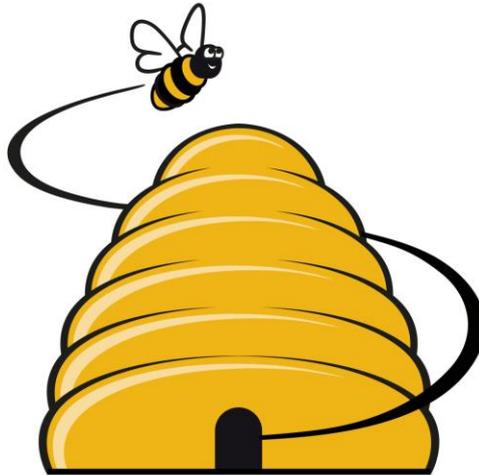


# After School and Breakfast Club at The Beehive Edward Feild Primary School



## Information and Terms and Conditions

### Our Terms

#### 1. Terms

**What do these terms cover?** These are the terms and conditions on which we (Edward Feild Primary School) supply childcare services to you.

Please read these terms carefully before you complete your Registration Form and return it to us. These terms tell you who we are, how we provide services to you, how you and we may change or end the service, what to do if there is a problem and other important information. If you have any questions, please contact us to discuss before you sign the Registration Form.

## 2. Information about us and how to contact us

**Who we are:** Edward Feild Primary School

**How to contact us:** You can contact us by telephoning the Beehive landline, 01865 841119, or telephoning the school office, 01865 372268.

Alternatively you can send an email to [beehive@efs.oxon.sch.uk](mailto:beehive@efs.oxon.sch.uk).

Our postal address is: Edward Feild Primary School Bicester Road, Kidlington, Oxfordshire, OX5 2LG.

**How we may contact you:** If we have to contact you, we will do so by using the contacts we hold on the school record for your child.

## 3. Our agreement with you

**How to secure a place?** To secure a place a parent or carer will need to complete a Registration Form on ParentMail. As soon as you have done that you may proceed with bookings through ParentMail, however please note these are made on first come, first served basis and you may find you have to wait for space to become available. If you wish to be informed of any spaces that may become available, please email [beehive@efs.oxon.sch.uk](mailto:beehive@efs.oxon.sch.uk).

Please note that if your child requires specific support, e.g. medical needs or has dietary requirements **you should contact us well in advance of your booking** to give time for support arrangements to be put into place.

## 4. Our rights to make changes

**Changes to the service we provide:** We may change the service we provide:

- (a) To reflect changes in relevant laws and regulatory requirements.
- (b) To implement minor technical adjustments and improvements.

We are not responsible for delays or disruption outside our control: If our ability to deliver childcare is affected by an event outside our control then we will contact you as soon as possible to let you know and we will take steps to minimise the impact of the delay or the disruption. Provided we do this, we will not be liable for delays or disruption caused by the event, but if there is a risk of substantial delay or disruption you may contact us to end the agreement and receive a refund for any services you have paid for but not received.

**We may have to suspend any service to:**

- (a) Deal with technical problems or make minor technical changes;
- (b) Update services to reflect changes in relevant laws and regulatory requirements;
- (c) Make changes to the services as requested by you or notified by us.

**Your rights if we suspend the services:** We will contact you in advance to tell you we will be suspending the services, unless the problem is urgent or an emergency. If we have to suspend the services, we will adjust the price so that you do not pay for services while they are suspended.

**We may also suspend services if you do not pay:** If you do not pay for the services and you still do not make payment within 14 days of the original date that the payment is due, we may suspend supply of the service until you have paid the outstanding amount. We will contact to tell you we have not received payment. Following that we will write to tell you we are suspending supply of the services. We will not suspend the services where you dispute the unpaid invoice. We will not charge you for the service during the period for which they are suspended.

## **5. Our rights to end the agreement**

**We may end the agreement if:**

- (a) You do not make any payment when it is due and you still do not make payment within one month of us notifying you that payment is due;
- (b) You do not, within a reasonable time of us asking for it, provide us with information that is necessary for us to provide a safe service;
- (c) Your child's behaviour is such that we cannot ensure the safety of them or others that use the service.

If we end the agreement in any of the situations outlined in 5, we will refund any money you have paid in advance for services we have not provided.

## **6. If there is a problem**

**If you have any questions or complaints:** Please contact us by telephoning the Beehive on 01865 841119 or the school office on 01865 372268 or by email at [beehive@efs.oxon.sch.uk](mailto:beehive@efs.oxon.sch.uk) The school complaints policy is available on the website.

## **7. How we may use your personal information**

We will use the personal information you provide us to:

- (a) Provide the services to the best of our ability;
- (b) Process your payment for such services

More details are included in the Privacy Notice on the school website.

## Annex 1

**Arrangements for collection of children:** We require that all children be signed out by their parent/carer or other recorded contact. To ensure the safety of your child, please remember that all adults who are picking up your child are over 18 years of age and bring photo identification if they do not normally pick up your children on a regular basis.

**Arrangements for late collections:** If you anticipate that you may be late collecting your child, please contact the Beehive manager by ringing the 01865 841119. If you collect your child after the agreed time, a late fee of £5 will be charged for every 15 minutes or part of 15 minutes after the closure of the provision. If a child has not been collected by 7pm and we have not been able to contact the parent/carers or emergency contacts, then the Oxfordshire MASH team will be contacted.

**Absences:** If your child is absent from school due to illness, they may not attend the clubs. If your child is not coming on a particular day for any reason, we would appreciate you letting us know by 8 am that day. You may contact us by leaving a message with the school's office staff or by leaving a voice mail message at 01865 841119. Please note that you will still be charged for your child's place.

**Providing and keeping up to date contact information:** It is the responsibility of the parent/carer to inform the school office if any information for contacts needs to be updated. Please ensure that the people listed on the emergency contact information the school holds are contactable during club hours.

**Method for booking additional days after the booking cut-off date:** Online bookings close 4 calendar days in advance. If you need additional days at less than 4 days' notice, please contact the office. There will be a late payment fee of £2 for these bookings.

**Illness, injury and medications:** If your child becomes ill while in our care, we will contact you and ask that they be collected. You will be notified immediately if your child sustains a significant injury. If immediate medical assistance is deemed necessary, we will contact the appropriate medical personnel and then contact you immediately. The same first aid procedures will apply as during the school day, we will tell you about any head injuries or more significant injuries when you come to pick up your child.

All medications must be brought to the School Office and parents will be asked to fill out a medication form regarding its administration.

**Late payments:** Payments must be made online at the time of booking. All payments are required in full and are non-refundable by 10<sup>th</sup> of each month. Payments are made through ParentMail.

**Behaviour Policy:** We follow the school's Behaviour Policy and the school rules. Where behaviour falls short of expectations consequences may include exclusion from the club.

**At the end of school terms:** If school closes early (e.g. at the end of the summer term), the after school club will also start early, but finish at the normal time for the session. There will be no extra charge for this.

**Snacks:** As part of looking after the wellbeing of all the children, Edward Feild supports the schools' Healthy Eating initiatives. We provide a nutritious light breakfast to start the day, and a snack after school.