Mistley Kids Club  
Parent/Carer Contract

## Registration

I understand that a registration form must be completed before my child may attend Mistley Kids Club. This will include an outing consent form and taxi form if required. A payment of £20.00 registration fee is payable per family. Please see below for bank details.

## Child Tax Credit

When registering at Mistley Kids Club if you are entitled to Housing Benefit or Working Tax Credit, you may qualify for child care tax credit. You will require our registration number from Ofsted to register your claim.

If you do claim, we have a legal responsibility to report parents/carers who do not use Mistley Kids Club for the days or amounts they are claiming for. The HM Revenue & Customs (HMRC) regularly check our registers. If your childcare needs change, it is your responsibility to contact the HMRC to update your childcare claim and avoid them claiming back any unused fees. You will need to keep your receipts for all your sessions for proof if required. If, however we are asked to provide evidence, there will be an administrative cost of £15.00 per family.

## Carers Allowance

If you are claiming Carers Allowance you will need our Ofsted number to claim the fees for your child. If you do claim, we have a legal responsibility to report parents/carers who do not use Mistley Kids Club for the days or amounts they are claiming for. The HMRC regularly check our registers. If your childcare needs change, it is your responsibility to contact the Inland Revenue to update your child care claim and avoid them claiming back any unused fees.

## Opening Times

The club will run from 3.00pm until 6.30pm Monday to Friday during term-time (excluding bank holidays and the period between Christmas and New Year), and from 8.00am until 6.00pm Monday to Friday during school holidays. Half days are for 5 hours between 8.00am – 6.00pm during the school holidays, if we are club based on that day.

## Payment of Fees

After school costs are £8.00 per session per child. Holiday club costs are £21.00 per session per child. Half day costs are £15.00 per session per child. Fees are paid on a daily or weekly basis or by half term in advance. Frequent late payments will result in your child’s place being withdrawn. We will endeavour to contact your 2nd contact if payment is outstanding.

## Booking Sessions

From September 2018, all sessions must be booked from half-term to half-term. Holiday club sessions can be booked once the holiday sheet has been released. All sessions must be booked in advance and are available on a first come, first served basis. Once a session is booked you are liable in full for that session fee, even in the event of cancellation or non-attendance. The only exception to this is in the event of hospitalisation. Please see the section “Cancellation for Absences/Illness” for further information.

## Collecting your child

All children need to be collected from the club by 6.30pm during term time or 6.00pm during school holidays. We cannot emphasise enough the regulations concerning our dropping off and picking up times. Children must also not be left at the club before 8.00am (during holiday times), as we are not covered by our insurance policy outside of these hours. Therefore, any early drop-offs or late pickups will be charged at the rate of £15.00 per child per fifteen minutes or part thereof to cover the costs of the two staff that are legally required to stay with your child. We will not allow your child to leave the club with someone who is unknown to us. In the case of family disputes, we cannot withhold a child from one of the parents without seeing court papers (a copy will be kept on file for reference). If your child is to be collected by another responsible adult, please inform us of their name and any password agreed; any regular collection arrangements should be made on the child’s registration form. If any child remains after 6.30pm, after doing everything possible to contact the parent and emergency contacts, then we will be legally required to contact Social Services and the local police as per our uncollected child policy.

## Parking

There is a large car park available at Mistley Village Hall. This is also used by other members of the public, so please be aware of other traffic when children are leaving and arriving at the club. If your child is using Kids Club transport services for drop off after school, then the children are escorted into the building.

## Snacks & Drinks

Your child will be provided with a snack after school. Please note this is only a light snack and not a replacement for an evening meal. Small snacks and fresh fruit are available during the holiday club all day. Drinks are available all day long for both after school and holiday club, on a “help yourself” basis. Due to the increasing number of children with peanut allergies, we can no longer allow or serve children peanut or nut-based foods. Please be mindful of this if providing your child with a packed lunch to bring into club.

## Cancellation for Absences/illness

Please inform the club manager if your child is going to be absent before 10.00am on the day of absence. Please be aware that any absence other than hospitalisation will be charged as per session. Pick up fee will still be charged if we are not informed by 10.00am. The manager or senior play worker has the right to refuse to admit a child if he/she believes that they are too ill to attend or are at risk of “infecting” other children. This also includes sickness and diarrhoea and the child/red would not be permitted to attend Kids Club within 48 hours of the sickness and/or diarrhoea occurring. Please see our Infectious Disease / Illness Policy.

## Adverse Weather Conditions

In the event of snow or other extreme/adverse weather conditions, a decision will be made by Mistley Kids Club no later than 12noon whether the day’s session will be going ahead or not. If a decision is made to open and provide the session as planned, you will still be charged the day’s session fee if you have previously booked into any session your child does not attend.

## Non-Attendance Fees

As per the above sections (Payment of Fees, Cancellation for Absences/Illness, Adverse Weather Conditions), ALL non-attendance in the exception of hospitalization will require the session fee to be paid in full. Any holiday club sessions must be booked in advance and are non-transferable. Once you have booked a session, you are liable for that session fee to be paid, even in the event of non-attendance.

## Additional or Medical Needs

Please inform us of any additional or medical needs your child has. We require you to update us if any changes are made, or discovered that may impact your child’s needs or behaviour. We will in turn inform you of any changes within the club setting and liaise with you when required. The safety of your child/children is paramount at all times.

## Accident/Incident

If your child has an accident or incident whilst at Kids Club, you will be asked to review and sign an accident or incident form before you take your child home. If you are unable to collect your child from Kids Club do you give permission for the collecting person to sign the form on your behalf. **\*\*** Please see attached parental consent form.

**\*\*Please Note:** This person will then be responsible to relay the information on this form to you (the parent/carer) at the earliest convenience.

## RIDDOR

We must report certain work-related incidents to the Health and Safety Executive. They have an Incident Contact Centre – 0845 300 9923. We will report any of the following that happens to a member of the public, including a parent or child, or an employee on our premises:

* A death or major injury, which includes a fracture (but not of fingers, thumbs or toes), an amputation, dislocation, permanent or temporary loss of sight, and an injury from an electric shock;
* A reportable disease;
* A dangerous occurrence, which didn’t but could have resulted in a reportable injury;
* An injury resulting in hospital admission;
* The above will be reported within 15 days to the Health and Safety Executive.

## Safeguarding and Parental and Carer Consultation

Any safeguarding and child protection concerns, where practicable, will be discussed with the family and if a referral is to be made then we will contact the HUB. There are times when the law requires us to report incidents to Ofsted and the local safeguarding children’s board. Where possible we would of course keep parents informed unless the situation could potentially impact on the children’s safety.

Unless this will:

* Place a child at risk or significant harm e.g. by the behavioural response it may prompt or by leading to an unreasonable delay.
* Place a member of staff at risk by the behavioural response it may prompt.
* Lead to risk of loss of evidential material.

## Policies & Procedures

Our Policies and Procedures folder is kept on the desk at all times whilst in session. Please feel free to read them. They are for the benefit and safety of your child whilst at Kids Club. The policies that we have are to make sure that your children are kept safe at all times whilst at Kids Club and are in line with our Ofsted registration. In your welcome pack you will receive a policy overview. If you do require copies of our policies please feel free to ask.

## Clothing

We ask you to make sure your children wear OLD CLOTHES whilst attending holiday club. We have lots of activities using paints, glue and things like tissue paper, which often contain strong dyes. Although we encourage the children to wear aprons or donated painting shirts they don’t always want to, so therefore we do not accept any responsibility if their clothes get messy or ruined.

## Signing in and out

Remember we sign your child in and out each day they attend, so please always come in and let us know they have arrived and are marked in on the register. It is a legal requirement from Ofstedto hold an accurate record of the children’s attendance and essential in case of an emergency. For Health and Safety reasons please check the register for accident/incident notification.

## Promoting positive behaviour

We have devised our own behaviour code with the children, it is displayed in the hall. We encourage positive behaviour, being respectful of one another, respecting difference, sharing and taking pride in the club. We will not tolerate fighting, swearing, bad language or bullying. We are committed to developing and maintaining a friendly and open atmosphere where children and staff are valued and respected. Should challenging behaviour continue, with the child endangering him/herself and others, we will talk to the parents to try to rectify the behaviour and if no change is made then exclusion will be considered.

## Holiday Club:

All holiday club bookings are final, non-transferable and non-refundable once confirmed. In the holidays if you wish for your child to bring in a packed lunch please include a drink for lunchtime (full day or am session only) please ensure that the lunch is labelled. Mistley Kids Club requests that no peanut-based foods or nuts are in your child’s packed lunch. We will provide a small snack in the morning and afternoon session. If the weather is hot please provide sun cream and sun hats. If you do not wish sun cream to be re-applied to your child, **PLEASE** inform us in writing prior to them attending any sessions with us as we have a duty of care to your child.

## Complaints

At Kids Club we have a complaints policy available for you to read as well as a complaint form available on request if you require. If you would like to submit a complaint, please ask a member of Mistley Kids Club staff for a form or for more details.

## Notice:-

If you wish to remove your child from the club, please give us one weeks’ notice.

**Bank details:**

Barclays Bank, Mistley Kids Club Ltd

Sort Code: 20-22-67

Account No: 03430758

Please sign here to acknowledge that you have read and agree to the contract between Mistley Kids Club and you (the parent/carer).

Signed ……………………………..………Print Name ………………..…….…………………Date………………………………… **(Parent/Carer)**

Signed ……………..………………………Print Name …………………………………………Date………………………………… **(Manager)**

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Please sign here to acknowledge that you have read and agree to the contract between Mistley Kids Club and you (the parent/carer). Kids club copy.

Signed ……………………………..………Print Name ………………..…….…………………Date………………………………… **(Parent/Carer)**

Signed ……………..………………………Print Name …………………………………………Date………………………………… **(Manager)**

Updated May 2019