



The Copse@Hillcross
HILLCROSS PRIMARY SCHOOL

Terms and Conditions

Welcome to The Copse@Hillcross Breakfast and After-School Clubs.

The Copse@Hillcross aims to provide excellent care for your children in a safe and friendly environment that promotes respect for all. We would like to outline our policies below so that you have a clear idea of how the clubs will be operating. Full details of all our policies and procedures will also be available on the school website.

Operating hours

The Breakfast Club will be operating from Monday to Friday (term times), 7.15am until 8.45am when the children will be handed over to the school.

After-school Club will operate Monday to Friday (term-times), from 3.00pm until 6.00pm.

On the last day of each term, the After-school Club will close at 5.00pm.

Allocated times

To reserve your child(ren)'s place these must be decided in advance. If you wish to change sessions permanently or cancel your child's place, you must give **TheCopse@Hillcross** notice before 9am on the last Monday of the half term before you wish the changes to be made. **Regrettably, any days missed through sickness or holiday cannot be refunded.**

Subject to availability, additional days and times can be agreed on an occasional basis. These must be paid for immediately.

Please understand that these measures are necessary for us to be able to provide adequate staffing levels to care for your children.

Fees

Invoices will be issued on a half termly basis giving details of the charges for the stated period. Fees must be paid in advance. The charging structure is as follows:

Breakfast Club

From 7.15am: £8.50

From 7.30am: £7.50

From 7.45am: £6.75

From 8.00am: £6.25

After School Club

Until 5.00pm: £10.75

Until 6.00pm: £15.25

Payment is required as follows:

- In advance via bank transfer, Childcare Vouchers or payment through ParentMail.
- Once a session has been booked it must be paid for in full. No refunds are offered for cancellations without the required notice being given.

Non/late-payment will incur a charge of £5 per day and may forfeit your child(ren)'s place.



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Late collection will incur a penalty of £12.50 per half hour. These will be charged in half an hour increments, from either 5pm or 6pm. Staff are only paid for their contracted hours and overtime has to be paid if they stay on to wait for a parent who is late, even for a short period of time.

Fees will be reviewed annually and half a term's written notice will be given of any change.

As an inclusive provision, we will also be offering up to four free places per year to families who financially may not be able to cover the cost but whom the school feel would benefit from their child attending this provision (either breakfast or after school club). If you would like to be considered please get in touch with our School Business Manager, Niamh Guerin to request an application form.

Unplanned/Occasional Bookings

Subject to staffing availability, it may be possible for parents to book a place at The Copse on a one off occasion to accommodate unforeseen changes to childcare arrangements or working hours. Requests should be made via email to thecopse@hillcross.merton.sch.uk. Wherever possible please put in any such request at least 48 hours prior to the session you are requesting. In order to cover the administrative costs of such bookings the charges for unplanned/occasional bookings payments, will be as follows:

Breakfast Club

From 7.15am: £10.50

From 7.30am: £9.50

From 7.45am: £8.75

From 8.00am: £8.25

After School Club

Until 5.00pm: £12.75

Until 6.00pm: £17.25

Payments to be made via bank transfer, Childcare Vouchers or payment through ParentMail.

About The Copse@Hillcross

We aim to ensure that all staff working with the children will hold, or be willing to work towards gaining, a childcare qualification and will have previous experience of working with children in the past. All staff are also trained in Child Protection, First Aid, Health and Safety and Food Hygiene. There will always be at least one member of staff with a Level Three Qualification and two members of staff with a full Paediatric/First Aid at Work qualification.

Breakfast/snacks

We will provide a healthy choice of cereals, toast, spreads, fruit, fruit juice and milk in the morning. After school, we will provide a variety of hot (e.g. pizza, pasta, fish/chicken in a bun) and cold snacks (e.g. pittas or wraps with fillings of their choice) alongside a variety of crudité, fruit, and yoghurts. Please let us know below, where indicated, if your child(ren) has/have any food allergies, any special dietary requirements, or if there is any food you do not wish your child to have. Please do not send any food in from home.

Drop off/Collections

You will enter the school site via the Ashridge Way gate. Please use The Copse@Hillcross intercom to gain access to the school site when dropping off and collecting your child(ren).



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Please ensure that you pick-up promptly. If you have any difficulties you will need to contact us on The Copse@Hillcross: telephone number 020 8353 4157.

PLEASE ensure that you let us know in advance if someone other than yourself will be collecting your child. We will not let any child leave the club with anyone other than his/her usual parent/carer unless we have been informed in advance. We will always refuse to allow a child to leave with anyone who appears to be either unsuitable or under 14.

Procedure to be followed in the event of a child not being collected

In the event of a child not being collected at his/her usual time, the child will be kept at the club and phone calls will be made to the child's parents/carers and other persons on the child's registration form. If we are unable to contact the listed persons by 6.45pm, Merton Social Services will be contacted and their advice will be followed. After 6.30pm we reserve the right to make a charge of £12.50 per half hour.

Play/free-time

At both breakfast and after school club the children will have a choice of indoor and outdoor activities. We will provide suitable resources for your children to play with and help them socialise in a friendly setting such as books, board games, puzzles and the use of a computer with educational/age appropriate games. We plan to add to our resources on an ongoing basis and would welcome your feedback, as well as that of your children. We will also be leading the children in fun activities such as arts, crafts and cooking activities. Whilst we will offer a homework area and are happy to support your child with their homework, it is not our intention that this provision is an extension of the school learning day.

Behaviour Management

Bearing in mind the broad age groups attending the clubs, inappropriate behaviour will be dealt with as set out in the guidelines of the club's Behaviour Policy. In any case of misbehaviour, it will always be made clear to the child that it is his/her behaviour that is not acceptable, not the child him/herself.

Records

It is important for your child(ren)'s care and safety that we have accurate, up-to-date contact details in case of emergency. Please ensure that you inform us of any change in the details we hold. It is also important that we know of any recent illness or injury suffered by your child(ren) and it is helpful to know of any other circumstances that may affect them. All information will be treated in the strictest confidence.

Illness and accidents

We ask you not to allow your child to attend the club if he/she is not well. Infections can spread very quickly in children facilities. Conjunctivitis and stomach upsets are two of the worst offenders. Exclusion times for communicable diseases are included in our policy documents.

We will contact you if your child becomes unwell in order that you can arrange to collect him/her as a matter of urgency. If your child has an accident it will be recorded in the accident book, which you will be asked to sign. If we are worried about a child who is unwell or injured, we will contact the parent/carer and the ambulance service/doctor as necessary. For that reason it is important that we have up-to-date contact numbers. If your child needs to go to hospital, a member of staff will travel with them. You need to inform us if your child has been unwell or injured recently. We can administer medicines only with your written consent. **The Copse@Hillcross** is fully insured in the event of accidents.



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If your child has any food allergies or special dietary requirements, please give details below:

If your child has any other allergies or medical conditions, please give details below:

If your child has any other allergies or long term medical condition that requires them to have medicine in the setting for emergency use, such as Auto Adrenaline Injectors (AAI), Rescue Medication or Inhalers **you will need to provide appropriate medication to kept at The Copse (this must be in addition to any medication left with the school)**. If you have already filled in a consent form for the school this will be copied and given to The Copse Manager by the school Admin Team.

Parental Agreement

I have read the terms and conditions set out above. I understand the requirements placed on me as parent/carer. I agree to abide by these terms and conditions. I understand that there may be variations given in writing by **The Copse@Hillcross** from time to time. I also understand that that any breach of these terms and conditions may lead to my child(ren)'s place being withdrawn.

Signed.....

Date

Child/Children's Names.....

One copy to be retained by parent/carer and one signed copy to be returned to the school. An email from a parent's email address to **thecopse@hillcross.merton.sch.uk** is accepted as a signed copy.