



**TERMS AND CONDITIONS OF BOOKING**

Document Title	<b>TERMS AND CONDITIONS OF BOOKING</b>
Revision Number:	1
Approved By:	Melanie Smith
Approval Date:	1 <sup>st</sup> August 2017
Review Frequency:	Annually
Review Due:	1 <sup>st</sup> August 2018

**Approval Authorisation**

Authorised By	
Melanie Smith:	Signature: .....
	Print: .....
	Date: .....



## Statement of policy and purpose of policy

Northampton ESCO CIC value their relationship with parents and carers and are committed to working in partnership with you to provide top quality play and care for your children.

We will:

- ✓ Welcome you at all times to discuss our work, have a chat, or take part in activities
- ✓ Keep you informed of opening times, fees and charges
- ✓ Be consistent and reliable, to enable you to plan with confidence and peace of mind
- ✓ Ask your permission for outings and special events
- ✓ Listen to your views and concerns to ensure that we continue to meet your needs

## Opening Hours

The clubs run from 9am until 3.30 during school holidays. Please refer to the individual timetables for activity and venue details. The clubs do not open on bank holidays.

## Fees

For each child, there is a fee of £12 per day. Fees will be reviewed by Northampton ESCO CIC on an annual basis. Parents and carers will be informed of any change at least one month before implementation.

## Funding

All of the clubs are subsidised by external funding. We will regularly send feedback requests. The more feedback we receive the easier it is to gain more funding.

## Exchange of Booked Sessions

Whilst you can book extra sessions when needed, depending upon availability, we do not exchange sessions. If you wish to cancel any sessions, you must give two weeks' notice

## Collection at end of sessions

Please collect your child no later than 3.30pm. We only have the venues booked for a limited time. If you are late picking your child up at the end of a session, a £10 penalty will be added to your bill. If late collection becomes frequent, Northampton ESCO CIC will have an informal chat to resolve the problem. As a final resort, parents will be asked to withdraw their child from the Clubs.

## Equal Opportunities

Please see the Equal Opportunities Policy.

## Behaviour Management and Discipline

Good behaviour is expected. Good behaviour is actively encouraged, praised and where applicable rewarded.

Behaviour guidelines are discussed with all of the children at the beginning of each day, these are:



- ✓ Be kind, friendly and polite to others
- ✓ Care for and respect each other's and the Club/School property
- ✓ Sit down when eating and/or drinking
- ✓ Do as asked by all adults working in the Club (first time)
- ✓ Dangerous behaviour, which could lead to an accident, will not be allowed
- ✓ Bad language will not be tolerated

Northampton ESCO CIC have a very simple behaviour policy that involves a three warning system – details can be found within the Behaviour Policy.

### Record Keeping

Parents must inform us of any changes, especially a new telephone number, child's allergies since completing the online booking form.

There is a signing out sheet, which must be signed when you collect your child. If somebody else is collecting please ensure this is written on the signing in sheet.

### Child Protection

See Child Protection Policy.

### Sickness

Refund are not given for booked sessions even if your child is absent due to illness, unless he or she is hospitalised, in which case a copy of the hospital's discharge notes will be required as proof. Fees will only be cancelled for the day/s your child was actually in hospital.

### Lost Property

Staff will not accept any responsibility of any personal possessions that the children bring along to the clubs. We advise parents/carers not to allow their child to bring any expensive items (i.e. mobiles, Gameboys etc)

We do keep any items that are found for a period of two weeks. These will be displayed at the entrance of the venue.

### First Aid

Staff are qualified in administering basic first aid. If they consider it necessary, they will contact you to take your child to the doctor or hospital. If it is impossible to get hold of you, or your named contact, and the staff believe it is necessary for your child to go to hospital, they will call 999 for an Ambulance. All accidents, however minor, are recorded. Please countersign this when you have been informed of the incident.

If your child is too unwell to stay for the remainder of the day we will ring the emergency contacts to collect them.

### Administration of Medicine

Parents/carers will need to complete a 'request to administer medication' form. This must be



completed by the parent/carer and the staff member administering the medication will record when they have given the medication.

### Head Lice

If we find head lice in your child's hair, you will be informed and asked to treat your child. Infestation is no reflection on personal hygiene, so do not feel embarrassed.

If a child is found to have head lice, all parents/carers of the children in the same activity will receive a letter advising them of this.

### Photographs

We will take photographs of your child if you have confirmed you are happy for us to do so when making the online booking.

### Complaints

Northampton ESCO CIC aim to provide the highest standard of care possible at the Club. However, if you are unhappy about any aspect of your child's care, please inform a member of staff verbally and complete a complaints form. We will deal with your complaint immediately if possible. If we are unable to resolve your complaint we will endeavour to deal with it within 7 days and let you know the outcome in writing.