



The Den

at Holy Trinity CE Primary School

The Den Wraparound Care Terms and Conditions

Bookings will only be confirmed via MagicBookings when parents and carers have accepted these Terms and Conditions.

Services

The service will be provided with reasonable care and skill, and in compliance with the Care Standards Act 2000, the Childcare Act 2000, and is OFSTED compliant.

The service will meet the requirements and/or restrictions imposed by any insurance policy regarding the provision of the service.

The provision of the service will normally include:

- Supervising the children
- Providing a snack for all children attending The Den
- Providing a suitable meal to children attending The Den
- Providing suitable activities and play opportunities

It is agreed that The Den will provide daytime childcare services for child/ren, in line with current school wide policies which can be found on the Holy Trinity CE Primary School website.

The Location and Attending the Club

At The Den we believe that the safety and wellbeing of each child within our care is of the utmost importance. We aim to give a warm welcome to all children on their arrival, and ensure a safe departure at the end of their session.

The Den operates within Holy Trinity CE Primary School in various rooms across the building, and outside areas.

All children will be signed in and out of The Den using the registers from MagicBookings.

At the end of school, EYFS and KS1 children will be collected by a member of school staff from their classrooms and taken directly to the dedicated wraparound care rooms; KS2 children will make their way to the meeting point in the hall themselves. If your child attends an in-school club on the day of a booking, The Den staff will collect them at the end of that after school activity. Parents / carers should come to the internal hall doors to collect children at the end of the sessions.

Admissions, Fees, Payment and Refunds

The Den aims to provide a value for money, inclusive wraparound care service. As such our fees are competitive, and sessions include an after school meal. Children may be sent with a packed tea if preferred (see Parent / carer handbook for information on this).

Our sessions will be planned in order that every child is given the opportunity to participate in the activities set for that day.

The children will be looked after by staff following best practices and with the appropriate staff/child ratio. This is a bespoke provision which is only available to children attending Holy Trinity CE Primary School, aged 4-11 years old and in year groups EYFS to Year 6.

Afterschool Club

3.15 pm to 6.00 pm £17.50

6:00 pm to 6.30 pm £5.00

Discounts

Siblings will receive a 10% discount.

Ad-hoc Bookings

The Den cannot offer ad-hoc bookings outside of the booking window but in special circumstances childcare may be able to be provided at the discretion of the Manager.

Late Fees*

£3.50 for any late pickup

£5.00 for each 15 minutes thereafter

e.g. collection expected 6.00 pm and child collected at 6.05 pm £3.50

e.g. collection expected 6.00 pm and child collected at 6.20 pm £8.50

*Late fees will be advised and charged to the registered credit or debit card at point of collection, with an authorising signature obtained from the parent or carer

Up to 15 minutes late

- Parents and carers are reminded that they must call The Den to notify us if they are likely to be delayed
- Parents and carers will be informed that penalty fees will automatically be charged via MagicBooking, following a signature at time of collection

Over 15 minutes late

- If a parent or carer is more than 15 minutes late in collecting their child, the Manager will contact parents or carers in order of priority as per the contact details held
- While waiting to be collected, the child will be supervised by a member of staff.

30-60 minutes late

- If the Manager has been unable to contact the child's parents or carers after 30 minutes, the Manager will contact the local social care team for advice
- The child will remain in the care of a member of staff until collected by the parent or carer, or until placed in the care of the social care team
- When the parent or carer arrives they will be reminded that they must call The Den to notify us if they are delayed, and that penalty fees will automatically be charged via the MagicBooking system

****If parents / carers are persistently late in collecting, we reserve the right to refuse future bookings and cancel any existing ones.**

Payment

All parents and carers are required to make payment in full for bookings up to 34 days in advance via MagicBooking. This is to enable The Den to have the staffing and facilities required for the numbers attending.

If parents and carers have not used childcare vouchers or tax free childcare previously and wish to do so, they should contact the School Office to notify them of their plans.

Childcare vouchers and tax free childcare must be processed and deposited into our account within 1 week of a booking being made.

Refunds

The Den have a no refund policy in place. In truly exceptional circumstances a refund maybe granted at the discretion of the Headteacher. Any refund requests need to be made in writing, with supporting evidence if appropriate, and submitted to the Headteacher.

Cancellation of Bookings/Sessions

At times it might be necessary to cancel The Den sessions, for example if the school has been forced to close on a snow day. On these occasions, parents will be notified as soon as possible. Parents and carers will be refunded the cost of the booked session(s) for that day.

Cancellations or changes to bookings by parents and carers must be made 48 hours before the session, using the MagicBooking system. Any cancellations within 48 hours of the session must be made by contacting the School Office and may not be refunded.

Collection Arrangements

Collection passwords must be set up by parents and carers through MagicBooking. If a parent or carer is not able to collect a child for any reason and have omitted to inform The Den that someone else is collecting their child, they can provide the designated collector with the collection password as authorisation. On this basis the child will be released into the designated collector's care.

Please note:

- Children can't be collected by any persons under the age of 18
- In the event that there is a court order in place detailing custody rights, we will adhere to this and ensure a copy is available on the child's file

We hope your child will be very happy at The Den