

**(Please sign and return one copy to After School Club)**

## **TERMS & CONDITIONS**

**Please read the terms and conditions carefully**

Please help us to provide the highest quality care for your child by reading and adhering to the following terms and conditions.

### **Opening Hours**

Opening hours are ASC 3.10pm-6.00pm Monday to Friday. Please note that we are neither registered nor insured before or after these times. If parents arrive late of their booked times, they will be charged an extra £6.00 for every 10 minutes.

### **Bookings**

Please fill in a booking form to tell us which regular sessions you would like your child to attend Newdale ASC on a weekly basis. After selecting the sessions that you would like your child to attend each week, we will try to accommodate your needs. This booking will be applicable to term time only. **Please allow two weeks' notice when requesting to change or cancel your sessions.** Sessions must be booked and confirmed by a Senior member of staff or administrator in advance of your child starting at ASC.

### **Sickness (See Sick Children Policy)**

It is in the best interests of all children in the ASC that we try to keep the spread of infection to a minimum. Parents are requested not to send their child to ASC if they are suffering from any infectious disease or if they are feeling poorly. Our policy clearly states 48 hours symptom free for sickness and diarrhoea before returning to ASC. Other guidelines for absence are clearly stated in our policy. Please speak to a member of staff. We understand the difficulties for working parents but for the well being of all the children in our care, we reserve the right to ask you to collect your child from ASC if they are unwell. Please inform ASC Club if your child has been poorly at home. **Please be aware that you will still be charged for this period that your child is away from ASC.**

### **Holidays**

The ASC is open term time only.

### **Fees**

- You will receive an invoice at the start of each month applicable to that months' care.
- Each invoice will be amended appropriately for any, extra care or Bank Holidays during that month.
- Any additional bookings made at short notice, need to be paid for in advance.
- **Once care has been booked and confirmed at Newdale After School Club, the agreed payment must be met in full. Please note that any outstanding fees will result in your child's care agreement being terminated without the need for further notice. The debt will then be passed to Telford & Wrekin Council debt collection.**
- Payments can be made via online banking, childcare vouchers or Government Gateway we are unable to except cash or cheque payments.
- **Late payments after the last day of each month will incur an additional £25 penalty charge added to the existing bill. Existing terms apply until then.**
- **The notice period of 2 weeks should be given in writing.**
- **Fees will be periodically reviewed. If the fees are to be increased we will give one months notice.**

### **Concerns**

Your satisfaction is very important to us. If you have any concerns regarding your child's care, please speak to your child's key person. Should you need to discuss your concern further please speak to ASC Manager if this is not resolved, as detailed in our Complaints Policy. N.B. policies are available for parents / carers to look at.

**PLEASE NOTE THESE TERMS AND CONDITIONS REPLACE ALL  
PREVIOUS ONES**

Please sign both copies of this agreement confirming that you fully understand and will abide by the above then return one copy to After School Club and keep one copy for your records.

**Failure to agree to Terms & Conditions will result in a loss of your child's place.**

I have read and agreed to the above -

Signed (Parent/Carer) \_\_\_\_\_

Date \_\_\_\_\_

Print \_\_\_\_\_

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