

Terms and Conditions: Billingshurst Primary Academy Wrap Around Care- The Willows

These Terms and Conditions represent the entire agreement between the Parents/Carers and Billingshurst Primary Academy. By booking a session, you agree to adhere to the following:

1. Age of Admittance and Provision

- **Eligibility:** We provide care for children aged 4 to 11 years (Reception to Year 6) currently enrolled at Billingshurst Primary Academy.
- **Operating Dates:** The club is closed on all Bank Holidays and INSET days.
- **Emergency Closure:** We accept no responsibility for the closure of the club due to circumstances beyond our control (e.g., extreme weather, loss of power, or public health incidents). In such cases, no refunds will be offered, and the school is under no obligation to provide alternative childcare.

2. Bookings and Registration

- **Contact:** All correspondence must be directed to bpawac@billingshurstprimary.org.uk.
- **Arbor Portal:** Parents/Carers must ensure all contact and medical details on Arbor are accurate with the school office. All bookings for WAC must be made using the parent booking portal.
- **Booking Lead Time:** Regular bookings must be made at least one week in advance.
- **Ad-hoc/Late Bookings:** Requests with less than 24 hours' notice (not including weekends) are subject to availability and staffing ratios. These must be confirmed by the office and paid for at the time of booking.
- **Capacity:** We operate strict ratios. If a session is at capacity, a waiting list system will apply.

3. Session Times and Fees (Current until 31st March 2027)

Fees are reviewed periodically. The next review is scheduled for the end of March 2027 to assess operational costs and staffing ratios.

| Session Type | Times | Rate Per Session |
|------------------------------|---------------|------------------|
| Breakfast Club (Early start) | 07:30 – 08:40 | £14.18 |

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|------------------------------------|-------------------------|--------|
| Breakfast Club (Standard) | 08:00 – Start of School | £7.09 |
| After School (Short) | End of School – 16:00 | £7.09 |
| After School (5pm) | End of School – 17.00 | £14.18 |
| After school (6pm) Full day | End of school- 18.00 | £21.27 |

- **Catering:** Breakfast Club includes a morning snack/breakfast. After School Club includes a high tea/afternoon snack.

4. Payments, Arrears, and Vouchers

- **Childcare Vouchers/Tax-Free Childcare:** We accept these payments. Parents must notify the office of the provider and use Institute Number: 150705 . You must email the school each time a payment is made via the government scheme.

We will check your bookings against your childcare voucher payment and credit your account accordingly. Your half termly payment is based on the total number of sessions your child is registered (as per your 'booking'). This figure may vary, taking into account school holidays and INSET days.

Further details can be found here

<https://www.childcarechoices.gov.uk/how-to-use-tax-free-childcare/>

- **Absences:** All booked sessions must be paid for, regardless of whether the child attends. No refunds are given for sickness, holidays, or missed sessions.
- **Late Payment Fee:** Any fees outstanding after the 14 day payment term will incur a **£25.00 administration charge.**
- **Arrears:** We reserve the right to suspend your child's place if fees remain unpaid after 30 days. Persistent non-payment will result in the debt being referred to a recovery agency.

5. Cancellations and Changes

- **Less than 48** hours notice is still chargeable.
- **Immediate Termination:** The school reserves the right to terminate a place immediately for non-payment of fees or if a parent/guardian displays abusive or inappropriate behavior.
- We require 30 days notice in writing, should you wish to terminate your place for any reason. Parents remain liable for fees throughout the notice period and all fees that are outstanding need to be cleared at the beginning of the notice period. If a parent withdraws their child during this notice period, the fees shall still remain payable. When families leave The Willows, it is their responsibility to cancel any future payments to the school. Any overpayments that need to be refunded, will incur an admin fee of £25.00 per transaction. We reserve the right to terminate a place with immediate effect if parents fail to adhere to our terms and conditions, if any fees are not paid by the due date, or if a parent/guardian displays abusive, threatening or otherwise inappropriate behaviour. If a parent wishes to change their booking pattern, one months' written notice must be given. Parents are requested to inform BPA The Willows of any changes to any information.

6. Health, Safety, and Wellbeing

- **Nut Allergy:** We aim to be a **NUT FREE** zone. Parents must not send any nut products into the club.
- **Sickness:** We cannot care for sick children. Children must not return to the club until **48 hours** after their last episode of vomiting or diarrhea.
- **Medication:** We only administer prescribed medicine with a completed consent form. The first 24 hours of any new medication must be administered at home.
- **Late Collection Fee:** If a child is collected after their booked session time (16:00, 17:00 or 18:00), a **late fee of £7.00** will be charged. Parents must sign a Late Collection Agreement upon arrival.

7. Security and Collection

- **Authorised Adults:** Children will not be released to anyone unknown to staff unless prior written authorisation is provided. Sign in and sign out will take place via the kS1 hall outside entrance.
- **Age Limit:** All persons collecting a child must be over the age of 16.
- **Mobile Phones:** To ensure safeguarding, personal mobile phone usage is strictly prohibited within the setting. Please conclude calls before entering.

- During WAC hours staff will be contactable on **07549 724844**

8. Liability and Property

- The school is not liable for the loss or damage of personal property (clothing, toys, etc.).
- Parents should provide weather-appropriate clothing (e.g., wellington boots for the garden or sun hats for summer)
- We accept no responsibility for any loss suffered by parents, arising directly or indirectly, as a result of the club being closed or the non-admittance of your child to Billingshurst Primary for any reason, this applies to absence due to sickness, holidays and Bank Holidays. We accept no responsibility for children whilst in their parents care on the premises, i.e. prior to arrival or after pick up.

9. Safeguarding and Behaviour

- BPA WAC follows the school's **Safeguarding and Child Protection Policy**. Any concerns will be reported to the Local Authority and/or Ofsted as required. In some cases this may be done without the prior knowledge of the Parents / Guardian until we have sought external advice. Parents should read and ensure they understand this policy. Billingshurst Primary is committed to valuing diversity and promoting equality for all children and families. Full details are available in our Equality and Diversity policy.
- The school's **Behaviour Policy** applies. We reserve the right to exclude any child whose behavior is persistently disruptive to the safety and happiness of the group.

Accidents and Emergencies

We reserve the right to administer first aid and emergency treatment when necessary. Parents will be informed of all accidents/incidents that may occur and will be required to acknowledge this communication. If a child sustains an injury at home, parents must inform school staff, before they leave their child. For accidents of a more serious nature, involving hospital treatment, all attempts will be made by staff to contact the parents but failing this, we are authorised to act on behalf of parents and authorise any necessary emergency dental, medical or surgical treatment, including anesthetic or blood transfusion, as considered necessary by the medical authorities present.

Complaints and Concerns

We will endeavour to provide a high quality service to children and will seek feedback from parents/carers from time to time. If you have any concerns, please speak to BPA WAC Staff. If this is not resolved please contact the Headteacher. Please also refer to our complaints policy.

Data Protection Act 2018

By signing acceptance of the Terms & Conditions you give BPA express consent to retain and process that information provided by the parent/guardian which relates to their child, for the sole purpose of childcare. Such information will remain with Billingham Primary in accordance with our policy on the retention of records.

Insurance

We have extensive insurance cover and full details are available upon request.

Agreement

These terms and conditions represent the entire agreement and understanding between the parents and the school. We reserve the right to update / amend these Terms and Conditions at any time.

To ensure the smooth running of our provision, we expect all parents and guardians to adhere to the following Terms and Conditions.