



Hideout – Breakfast Club and After School Club Terms and Conditions Oakfield Primary Academy

Introduction

Hideout is run by Oakfield Primary Academy and exists to provide high quality out-of-school hours' childcare for our parents. It provides a range of stimulating and creative activities in a safe environment.

The club operates from 7.00am – 8.30am and from 3.15pm – 6.00pm term time. The cost of the sessions are as follows:

Breakfast Club	Cost		After School Club	Times	Cost
7.00am-8.30am	£4.00		Session One (No Tea)	3.15pm-4.30pm	£7.00
			Session Two (attending after a school club) (with a light tea)	4.30pm-6.00pm	£8.00
			Session Three (with a light tea)	3.15pm-6.00pm	£14.00

How to book:

All wraparound care sessions must be booked and paid for via Childcare Bookings for Schools - <https://oakfield-dartford.cbfs.uk>

Parents and carers are encouraged to book sessions in advance where it is possible to help with planning and staffing. Availability is subject to capacity and places are allocated on a first-come, first-served basis. If a session appears to be fully booked, please email enquiries@childcarebookings.co.uk. Please note that days are not transferable.

For permanent bookings, monthly bills for the exact amount of that month's childcare are processed in advance on the 1st working day of each month. For any ad-hoc booking, payment is due at the time of the booking, in order to check out and complete the process.

Amendments to bookings can be made if they are done 24 hours before the session start time via the Childcare Booking System. Credit will be added to your balance, which can be used to offset future bookings. Refunds will only be given in the event of school closure or sickness. No monies will be refunded in the event of early collection or non-attendance.

Late Collection

Charges will be made for late collection; please ensure you have a back-up plan in case of extreme lateness. Please see below for details:

- a) 16.31-18.00 = an additional £7.00 will be charged.
- b) 18:01-18:30 = £10



- c) 18:31-19:00 = £20
- d) If your child is collected after 19:00 additional charges will be made to cover staffing costs and a letter will be sent home.
- e) If you are late collecting your child having already received a letter, you will then receive a 'final' warning letter stating that the child will be unable to attend for the remainder of the term if the child is collected at 19:00 again.

If children are not collected after a period of 30 minutes with no contact from parents or carers, the school has an obligation to contact Social Services.

Fees will be waived **only** if there is a significant traffic incident, which impacts multiple parents. The school appreciates that we are surrounded by major roads, for example, A2 and M25 which on occasion have significant closures. It is vital that you have a support network in place for these situations

Please ensure Hideout have up to date emergency contact details. **Hideout direct number is: 01322 282002.**

Admissions

- Pupils and colleagues attending Oakfield and The Golden Thread Alliance schools are invited to attend the club. Pupils who do not attend these schools or who are not The Golden Thread Alliance colleagues may attend through prior arrangements with the manager or supervisors of the provision.
- All places are subject to availability.
- The registration process must be completed through Childcare Bookings prior to the child's commencement at the club.
- The terms and conditions are available to view via our school website.
- All club colleagues are made aware of the details of a new child.
- Children's attendance is recorded on a register.
- Available for children in Nursery to Year 6. Children in Nursery must be toilet trained and capable of managing a full day.
- If your child has additional needs, these will need to be discussed prior to your booking. It is important that we are fully aware of your child's needs so that arrangements can be made where necessary.

Arrival and Departure

Before School Club

- Parents and carers must bring their child directly to the door where they will be signed in by a colleague. Parents and carers are not allowed to enter the canteen.
- Children using breakfast club will be directed to their classrooms by Hideout staff by 8.30am.

After School Club

The club colleagues will take a register of all contracted children and liaise with the class teacher/school office to determine why a child is not accounted for.



Departure

- Parents and carers should collect their child(ren) from the canteen and a colleague will sign the child out. Parents are not allowed to enter the canteen.
- When a child is collected at the end of, or during a session, they must be signed out by a parent/carer or named collector and the time recorded.
- Parents/carers must ensure that any person who may collect their child is listed on the registration form and that it is kept fully up to date.
- Parents must inform club colleagues if their child is going to be absent from the club.
- All children must be collected by an adult over 16 as per school policy, but under 16s can collect siblings with written consent from parents or carers.
- Children will not be allowed to walk home alone. We strongly advise that parents and carers have contingency plans in place for collection of children in case of traffic / train delays that affect the whole area.

Behaviour

Whilst attending club children are expected to:

- Use socially acceptable behaviour.
- Respect one another, accepting differences of race, gender, ability, age and religion.
- Choose and participate in a variety of activities.
- Ask for help if needed.
- Enjoy their time at the club.

Positive behaviour is encouraged by:

- Colleagues acting as positive role models.
- Praising appropriate behaviour.
- Sticker rewards.
- Informing parents about individual achievements.

Dealing with inappropriate behaviour:

- Challenging behaviour will be addressed in a calm, firm and positive manner.
- In the first instance, if necessary, the child will be temporarily removed from the activity.
- Colleagues will explain why the behaviour displayed is deemed inappropriate.
- Colleagues will encourage and facilitate mediation between children to try to resolve conflicts through discussion and negotiation.
- Colleagues will consult with parents to formulate clear strategies for dealing with persistent inappropriate behaviour.

If after consultation with parents or carers, and the implementation of behaviour management strategies, a child continues to display inappropriate behaviour, the club may decide to exclude the child. The reasons and processes involved will be clearly explained to the child and their parent/carer.

The club reserves the right to cancel with immediate effect any contract where behaviour is not deemed safe for the child, other children, or adults in the club.



First Aid

- All accidents will be recorded using the medical tracker online software, completed by colleagues. Parents and carers will be verbally notified upon collection of their child(ren) and the medical tracker summary will be forwarded the following morning. In cases of urgency and further investigation, you will be notified as soon as it is safe to do so.
- Accident records must give details of; time, date and nature of the accident, details of the child involved, type and location of the injury, action taken, and by whom.
- All incidents are dealt with by a qualified first aider.

Parents or carers of any child who becomes unwell during the club will be contacted immediately. If a child is sent home during school hours, the club will be informed of their absence.

Children with SEND and Additional Support Needs

We aim to provide an inclusive environment for all children wishing to attend our wraparound club sessions. We will take reasonable steps to make sure children with SEND and additional support needs can take part in activities and will put in place appropriate measures to safeguard them.

On registration we will ask all parents and carers to describe their child's needs in full to help us understand how we need to care for, and respond to, their child. This will enable us to explain to parents and carers how we can support their child(ren) which may include putting in place suitable safeguarding and health and safety arrangements and adapting activities to meet their individual needs. Parents and carers should be aware that there may be occasions where we do not have the full range of skills, facilities or resources required to meet an individual child's needs. If this is the case, we will discuss this with parents and carers and will provide support in identifying alternative local services and activities suitable to meet their child's needs. If parents do not make us aware of the child's needs on registration and we determine that we cannot meet need, parents will be invited in for a discussion as to a best way forward, which may involve finding alternative services or withdrawal of the place.

Payment of Fees

The club requires parents to pay their fees promptly in accordance with our terms and conditions. Fees are to be paid in advance, and payment is due for all contracted sessions even if your child is unable to attend their booked session.

The parent or carer signing the club's registration form is known as the 'contracting parent or carer' and is responsible for payment of all fees.

If a parent is experiencing difficulty with the payment of their fees, they should contact the school office staff as soon as possible. Our colleagues will treat all matters confidentially and arrange for discussions in private.

Procedures for Payment of Fees

For permanent bookings – Monthly bills, for the exact amount of that month's childcare, are processed in advance on the 1st working day of each month. For example, a permanent booking



made now will not incur any charge until 1st September. At this point, you do not need to do anything – payment will be taken automatically for all booked sessions falling in September.

For ad hoc bookings, payment is due at the time of booking, in order to check out and complete the process.

If you wish to pay for the extended services provision using childcare vouchers, once you have registered an account with Childcare Bookings, simply send a payment via Tax Free Childcare or Childcare Voucher, directly to your school, as you have done previously.

Once the payment reaches the bank account, these funds will be automatically credited to your Account Balance in the online booking system. Your Account Balance can then be used as a payment method when making bookings.

Related Whole School Policies:

- Safeguarding and Child protection policy
- Equal opportunities policy
- Health and Safety policy
- First Aid policy

Due to Health and Safety regulations, only food provided by the session may be consumed on the premises.

***The Golden Thread Alliance may update these Terms and Conditions at any time which may include changes to the session timings and from half sessions to full sessions only. Any changes to the Terms and Conditions will be communicated in writing and we will aim to give as much notice as possible.**