

Ad hoc/ casual term time bookings – Terms and Conditions

1. Provision of services

The Dell provides OFSTED registered and regulated childcare for Children aged 3 to the end of Primary school years, in line with our equal opportunities policy.

We offer a range of recreational and play activities to children in a safe, caring and nurturing environment to include games, sports and arts and crafts.

Our clubs are staffed to at least a 1:8 ratio for children under aged 8 and 1:10 ratio for over 8s. Our key staff are qualified childcare practitioners and all our staff are DBS vetted and capable of providing safe and fun recreational activities. Staff receive basic training in first aid, food hygiene and safeguarding.

Healthy snacks and drinks are available for the children at all times, Breakfast Club will include the provision of cereals and toast for children before school. A high tea for those attending club afterschool hours will be served. E.g. wraps, pasta or soups although we cannot always guarantee a hot meal.

2. Opening times

In line with school term times during the following hours:-

Breakfast Club

7.30 to 9 am at Morgans School

7.30 to 9 am at Abel Smith School

Afterschool Clubs

3.15 pm to 6 pm at Morgans and Abel Smith Schools

3. Adhoc places

The Dell is open to all children aged 3 to year 6 in line with our equal opportunities policy. We have strict limitations on our numbers due to insurance, our OFSTED registration and staffing ratios but on occasions places are available on an ad hoc or casual basis.

In order to find out availability of an ad hoc space we would encourage you to speak to The Club Manager at the school or alternatively contact our bookings officers (01920885143 or 07958521201 for Morgan's or 07432 120678 at Abel Smith) to check for availability at the earliest opportunity.

Please note ad hoc or casual bookings are not guaranteed and are subject to availability. The Dell cannot hold spaces open for casual bookings and will not guarantee bookings taken any more than two weeks in advance.

Bookings are only accepted following receipt of a bookings and registration form and full payment for the sessions requested.

4. Booking form and registration form

Any ad hoc booking is subject to the completion of a bookings form (request form) which provides us with the information about what session and days you would like to book. Verbal bookings are not accepted.

The registration form provides us with details about your child. This includes any medical information, details of any special needs, dietary information and also emergency contact details. It is a condition of our OFSTED registration that we receive this information before accepting any child into the club. A separate registration form is required for each child

This also must include any special provision for collection and the persons who will most likely be collecting your child/children from club

5. Payment

All casual or ad hoc bookings must be paid in advance. A scale of fees can be found on our website. Payment can be made by cheque or BACS (please provide proof of payment) or in certain circumstances cash may be accepted. Places will not be confirmed until payment is received and in the case of very short notice we would expect full payment to be made on collection.

6. Cancellation or non-attendance

Once an ad hoc space is booked we reserve the right to charge a cancellation fee equivalent to the sessional fee paid to cover staffing and other costs related to the booking if it is cancelled or the child doesn't attend.

7. Late collection charges

The Dell reserves the right to charge late fees in the event of a late collection. Because of our Safeguarding practices 2 members of staff are required to stay behind to look after the child. The fees charged are to cover the related costs of this additional staffing and are charged in 15 minute increments from 6pm. Please see our current fees for late charges.

At 6pm our registers close and charges will be made for every 15 minutes the parent or guardian is late i.e. if the club is due to finish at 6pm and the parent arrives at 6.12pm they will be charged a late fee. If they arrived at 6.25pm they would be charged 2x the late fee.

Charges will be invoiced for any late fee collection which should be paid within 30 days of the date of invoice.

8. Reasonable other charges

The Dell reserves the right to make charges e.g. Snow days or other Emergency School Closures – where the school is closed due to health and safety limitations The Dell reserves the right to charge for these sessions which may be cancelled or terminated at short notice.

9. Non-payment of fees

We would expect fees to be paid at the time of booking or on collection – however If fees are not received within one week of the ad hoc space being used we will undertake to contact the person in writing or by email advising them of non- payment.

Where fees remain unpaid we reserve the right to give one weeks' notice of termination of any other services provided by The Dell. This will be confirmed by letter or email.

If payment is not forthcoming The Dell will undertake its debt recovery policy which may ultimately see the matter being referred to the small claims court in order to recover outstanding fees. Copies of all documentation will be retained on file until a debt has been cleared and no new admissions will be agreed to those who have an outstanding debt.

If a user experiences unforeseen financial difficulties their case may be referred to the Committee at The Dell for consideration of an exception schedule of payments.

10. Drop off and collection

Parents are expected to bring their children in to the Dell and sign them in on the register. At the end of the day, to collect them from The Dell building and sign them out from the register.

Children who are in school years 2 and below will be escorted by our staff from Breakfast club to the classroom. After school they will be collected from the classroom and escorted to the Dell. Children in year 3 and above will make their own way from Breakfast Club to class and after school they must make their own way to the Dell, where they will be checked in via our registers

Parents should indicate on the registration form who will usually have access to collect your children. Due to our Safeguarding practices, if someone new and unknown to us is collecting your children, please advise the club in advance?

11. Code of behaviour (including exclusion).

We have a formal code of behaviour for our children, our behaviour policy uses both reward for good behaviour and also measures to ensure that children who breach the boundaries are sanctioned. We

ask all children and parents to sign a Dell Agreement when they start to ensure that they will respect others and participate with activities provided.

The children at The Dell are aware of the sanctions if they misbehave and in general they receive timely warnings to improve behaviour. The children receive 3 warnings before a time out away from the activity is exercised. In extreme circumstances or for persistent misbehaviour we may need to contact the parent by phone to discuss the behaviour and ask parents support us in talking to the child so that they can remain in club until they can be collected.

Where a child is persistently misbehaving we reserve the right to invoke a period of exclusion which will be discussed with the parent and child and formalised in writing.

In extreme circumstances and because of risks to other children - it may be a permanent exclusion is deemed necessary. Our Management Committee will be actively involved in this decision and in the case of exclusion our notice period will be waived and any deposit less fees outstanding up to the point of exclusion will be refunded. And this will be confirmed in writing.

12. Complaints

The Dell aims to provide high quality efficient and accessible services to parents and children. However from time to time a parent or child may feel that they have a complaint about some aspect of our club or an individual member of staff. Usually it should be possible to resolve matters informally and this should be first raised with the setting Manager or Deputy.

If you have been unable to resolve the complaint we ask that this is referred by email to our Business Manager (thedellhertford@hotmail.com) stating the time and details of the complaint and they will investigate the matter further on behalf of our Management Committee of The Dell. You can obtain a copy of our full complaints procedure from our website. If you feel your complaint hasn't been dealt with satisfactorily then you can refer the matter to OFSTED 0300 123 4666, for further advice.

13. Data Protection - GDPR

Confidential information about Children (and staff) is stored in a secure place and access is restricted to Managers and senior staff. This includes the details on the registration form as well as other personal information,

We follow Data protection guidelines with storage and use of information and are registered with the Data Protection Commission to ensure our records and storage and use of information meets legislative standards. If you have a complaint about a breach of data protection then this should be first raised with the setting Manager or The Dells Business Manager. Personal details are not provided to a third party unless there is a child protection issue.

More information about our Data Protection Policy and how we handle your data can be found on our website www.thedell.org.uk/policy-documents/

14. Child protection

We work in partnership with parents and carers and respect confidentiality. However the Children's Act 1989 promotes the welfare and safeguards of children in childcare and education establishments. As a result our first concern will always be the welfare of children. If a concern is raised within The Dell we cannot guarantee confidentiality and will have a duty of care to make a referral to Social Services, the local child safeguarding team or the police. Our Safeguarding Policy is available to view on our website www.thedell.org.uk/policy-documents

15. Equal Opportunity

We are determined to ensure every child is treated fairly and equally. Our Equal Opportunities Policy is available for parents to read. It is essential that parents speak to The Dells Manager before registration and attending The Dell regarding any special needs be they medical or social – so we can ensure that these are met in a timely fashion and if necessary arrange the training of staff or recruitment of additional staff with appropriate training.

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16. Valuables

The Dell accepts no responsibility for the loss of any item. Please don't bring precious or valuable items to The Dell. Clothing lunch boxes, drinks containers and bags should be labelled with the child's name. No outside toys, i.e. scooters skates/skateboards or bikes should be brought to The Dell.