

ASPIRE CHILDCARE PROJECT

‘Little steps to a big future’

Parent/Carer Terms and Conditions

Aspire Childcare Project (ACP) are committed to providing a high quality, safe play environment for your children. We will involve the children in the decision making for the running of the club.

1. **BEHAVIOUR:** We encourage each child to adhere to and contribute to the organisation’s behaviour policy. We will work with parents/carers on sanctions and promoting positive behaviour. If any child’s behaviour is still unsettled after a period of time, and all attempts made to accommodate them have failed, we may have to advise the parents to remove them from the Club. Our concern is for the happiness and well being of the child. He/she may be re-admitted at a later date. We operate in an equal opportunities and inclusive environment. Bullying, being rude, sexist, racist and anti-social behaviour will not be tolerated from children or parent/carers. Whilst we will work with children and families to remedy this, the club reserves the right to terminate the childcare place.

2. **REGISTRATION:** Only children for whom Registration Forms have been fully completed may attend the Club. If places are available, children will be allocated sessions on their booked days for the duration of their registration. Registrations for places on days for which sessions are unavailable will be placed on a waiting list in accordance with the club admissions procedure. One-month written notice is required for withdrawing your child from the After School Club. The two weeks deposit will be deducted from your final fees.

3. **PAYMENT OF FEES:** Two weeks deposit must be paid to secure an After School /Breakfast/Holiday Club place. This deposit is refundable when giving one month written notice for withdrawing your child from the After School Club. Fees are to be paid in advance for each month on first working day of the month or the following day in the event of an inset day or Bank Holiday. Days booked are non-transferable and non-refundable. This includes holidays, sickness absences, adverse weather conditions or school closures. Cash, cheque or postal order can be taken as payment. If cheques bounce you will be liable for any bank charges incurred. You will then be required to pay by cash or postal order only in the future. Failure to pay the fees by the specified time, including late collection fees incurred for previous month, can result in your child’s After School place being withdrawn and loss of your deposit.

4. **COLLECTING YOUR CHILD:** Children need to be collected from the Club by your booked time, i.e. 5.45pm or 6.45pm term-time, 6.00pm holidays. If you collect your child after this time, you will be charged a penalty of £5 for every 15 minutes due to the Club incurring extra staff and caretaking costs. If a child remains uncollected after 1 hour, police and social services may be informed. Frequent late collections will result in your child’s place being withdrawn (please see non or late collection procedures).

5. **CHILDREN’S DETAILS:** It is the responsibility of the parent/ carer to update any changes to the details submitted on a child’s application form, e.g. change of address/ telephone numbers, persons authorised to collect, medical conditions, etc. Please do not encourage your child/ren to bring any toys or personal items to the breakfast, afterschool or holiday club. It is the children’s responsibility to look after their personal property. ACP will not take responsibility for any children’s belongings lost or damaged during our care.

6. **COMPLAINTS:** If you have any complaints regarding ACP please speak to the ASC Manager, or contact the Director Tel. 07535 341123. If the issue is not resolved please contact: OFSTED Early Years, North Regional Centre, Royal Exchange Buildings, St Ann’s Square, Manchester M2 7LA, Tel. 08456 404040. A copy of our Complaints Procedure will be displayed on the Parents/Carers noticeboard.

7. **CHILD PROTECTION:** ACP has an obligation under the Children’s Act to report any childcare concerns to Social Services, Duty Desk on Tel. (0207) 525 5000. If you require any guidance on our responsibilities Tel. The Development Team Information Line on (01403) 320330. A copy of our Child Protection Procedures will be displayed on the Parents/Carers noticeboard.