

TERMS AND CONDITIONS

Confirmation of Place

Your child's place will be confirmed in writing once all registration forms are completed and the registration fee has been paid. This confirmation will include details of your child's allocated sessions and commencement date.

Policy Documents

The Den has formulated a comprehensive set of policies and procedures to which we adhere. Parents /carers are requested to read these prior to your child's attendance. They can be found on the Club's website or can be obtained from the setting. <https://www.thedencclevedon.co.uk/policies>

The Den Fees – see Fees Policy

Fees are payable prior to attendance monthly and in advance (unless they are paid by Childcare Vouchers).

I understand that persistent late or non-payment of fees may jeopardise my child's place, invoices will be issued one the first of every month and are payable within 7 days. If persistent non-payment continues, we will follow the procedures outlined in our Non-Payment Policy.

If my child is not collected by 6pm (5.30 on a Wednesday) I will pay a charge of £10 per quarter of an hour to cover the costs of the staff who are required to stay.

Fees are reviewed at the end of each academic year.

Attendance and Absence

All children should attend regularly at the sessions booked. Notice should be given in advance of absence for holidays, appointments etc. and as soon as possible in case of illness. Fees will be charged at the full rate for any periods of holiday or sickness.

Left Child

If my child remains at The Den beyond 6.45pm (6.15pm on a Wednesday Evening), after doing everything possible to contact parents and emergency contacts, then I understand that The Den staff will be legally required to contact Social Care.

Cancellation of Place

If at any time you should decide that you no longer wish to retain your child's place at The Den a minimum of four weeks notice in writing will be required or a months payment in lieu.

Unforeseen Closure

In the event of closure of The Den due to extreme weather conditions, flooding, loss of utility supplies, heating failure or other causes beyond the reasonable control of the manager The Den will close and the parent/carer accepts that a refund of fees or a credit on the account will be made.

Covid Closure

There are several scenarios that could affect The Den at this time.

We will offer credit or refund in the following circumstances:

- By order of the Government, Local Authority or Environmental Health
- Enforced local/UK lockdown where The Den is ordered to close
- The Den Staff shortage

We do not offer refunds/credits for:

- Child sickness
- Parent/carer sickness
- Child COVID-19 diagnosis/Self Isolation
- Parent/carer COVID-19 diagnosis/Self Isolation
- Whole school/school bubble closure

Sickness/emergency treatment

Children must not attend The Den while they are unwell or suffering from a contagious illness or infection. In the event of a child becoming ill whilst at The Den, the parent / carer will be contacted to arrange to take their child home. In the case of an infectious illness the recommended exclusion time must elapse before the child can be readmitted to The Den. The Den will adhere to the guidelines provided by the Health Protection Agency. In the case of an emergency The Den will contact the appropriate health professionals. If attendance at a hospital is required a senior member of staff will accompany the child and remain with the child until the child's parent/carer arrives. The Den will continue with attempts to make contact with the parent/carer, if they have not been able to reach them immediately.

Complaints procedure

The Den has a complaints procedure. A copy of this is held in The Den, in compliance with Ofsted requirements.

Ofsted Registration

The Den is registered with Ofsted and complies with all Ofsted policies and procedures. The Den reserves the right to change the above Terms and Conditions as and when the need arises. One month's notice will be given in writing to notify parents/carers of any changes.

Parent Code of Conduct – see full policy

The purpose of this Parent Code of Conduct is to ensure a positive, safe, and respectful environment for all participants in the After School Club, including students, staff, and Parents/Carers. By adhering to these guidelines, Parents/Carers help support the club's mission to provide enriching and enjoyable experiences for all children.

Agreement

As parent/carer, I acknowledge that I have read and agree to the Terms and Conditions set out above