

## **Terms and Conditions for Busy Bees Out of School Care Club at Bignold Primary School**

### **Prices**

The following charges apply for Busy Bees Out of School Care Club:

- Before School Session (8.00-8.50 am): £2.50
- After School Session (3.15-6.00 pm): £7.00
- After School Session if attending another after school club at Bignold: £4.00
- Late pick up charge will be applied for anyone arriving 10 minutes after the closing time of £10.00. Repeat late pick ups will result in a child being unable to attend future sessions.
- Penalty charge: £10.00
- Holiday Club full session: £20.00. Additional charges will be applied for individual holiday club days to cover cost of admission fees and transport for trips.

### **Bookings and Payments**

- Parents/carers are required to register for the online booking system in order to book their child into Busy Bees, which includes providing up to date contact details. Parents/carers are responsible for keeping these details up to date.
- All bookings are to be made in advance via the online booking system
- Payments is required at time of booking via debit card or childcare vouchers.
- Payment via debit card is made though the booking system and confirmation will be received for the sessions purchased.
- Parents/carers paying by childcare vouchers need to ensure that their account is in credit to cover the total cost of the number of sessions being booked. The online booking system will then be updated by office staff to reflect this. A child is not able to attend if a booking has been made but there is not sufficient credit within the childcare vouchers account.
- Once a session has been booked and paid for via the online system it is not able to be changed to an alternative session or a refund given.
- Children are not permitted to attend Busy Bees unless they have been booked via the online system and payment made. Any children attending a session without this will be looked after whilst the parent/carer is called to collect them. Payment for the session will be expected prior to the child attending another session. For children who repeatedly attend without booking then a penalty charge of £10 will be applied.

### **Refunds and Changes**

- There are no refunds given for cancelled sessions and money paid for one booked session cannot be transferred to a different session or to another child.
- If a child is away from school sick and the school has been notified or a child has been sent home from school then the session charge will be credited for use at a different session.

- If Busy Bees is required to close in exceptional circumstances beyond our control such as extreme weather, unavoidable staff sickness, damage to premises etc, we will give as much notice of these situations as possible and provide a credit on the booking account for this session.

### **Penalties and Additional Charges**

Penalties and additional charges may be applied by Busy Bees as outlined below. Payment of these charges will be expected to be made via the online booking system before the child can attend the next session.

- It is the responsibility of the parent/carer collecting a child from Busy Bees to do so promptly and by the end of a session at 6pm. Failure to do so results in additional costs to the club such as staffing. Therefore a charge of £10.00 will be applied for anyone arriving 10 minutes late. For repeat late pickups Busy Bees reserve the right to refuse a child being able to attend future sessions.
- A child is required to be booked into Busy Bees in advance via the online system with payment made before they can attend a session. Where children repeatedly attend without being booked in Busy Bees reserve the right to add a penalty charge of £10.00 to an account. This is expected to be paid before they can attend the next session.
- Additional charges are required for some days during the summer holidays, where trips take place to cover the cost of admissions and transport. These are published within the summer holiday activity programme before booking is open.

### **Sickness Policy**

- As per the schools policy on illness children are not to be sent to Busy Bees if they are unwell and can be excluded from sessions if they have a contagious illness.
- Gastric illnesses such as vomiting and diarrhoea are highly contagious. Children suffering from these conditions should not be returned to Busy Bees until at least 48 symptom free hours have elapsed. If these symptoms occur whilst at Busy Bees then the parent/carer will be contacted and asked to collect a child.
- If a child has been off school due to an illness then they are not permitted to attend Busy Bees on that day/
- If a child misses a booked session due to sickness then a credit will be made on the account to use for an alternative session.

### **Concerns and Contact**

If you have any questions or concerns about the club please see the Play Leader in the first instance, or come into School and speak to the Headteacher. If you have any queries about accessing the online booking system or payments then please speak to the School Office