

Childcare Terms and Conditions

Bookings

All childcare fees continue to apply if your child is unable to attend for any reason. The only exception to this is absence for reason of a documented hospital stay and for the duration of their subsequent recuperation at home.

Your place is bookable through MCAS on a flexible basis to give the freedom to access childcare as and when required. Bookings will not roll over, term-to-term or school year to school year.

When booking holiday club or term time ad-hoc sessions, please check each session carefully before you complete your booking. If you confirm your booking and your booking is complete, we are unable to make a change or refund for booking mistakes. Once a booking is confirmed you are required to pay for the session/s regardless of if your child attends. Please ensure that you take care when booking as mistakes cannot be refunded, please do not be offended if a refund request is refused. Cancellations and changes to bookings require a 14-day notice period.

Ad hoc sessions

Daily bookings can be made through MCAS until 2pm after this time the register is downloaded with bookings frozen. It is still possible to access childcare after this time, however it must be booked by us with the session being charged at the adhoc fee.

Breakfast club- £10.20 regardless of length of session, payable at the time of booking

After school club- £19.70 regardless of length of session, payable at the time of booking

Holiday club – bookings after midday the Friday before holiday club starts £45.90 regardless of length of session, payable at the time of booking

If your child attends one hour of pre-booked specialist club or childcare you may top up with a reduced adhoc session £9.60, however if this booking occurs more than twice in a term a regular booking must be made. Contact childcare @fielding.ealing.sch.uk to make the booking

Fees

Failure to pay all or part of monies owed (including late collection fines) - even after negotiating a payment scheme with the Club Manager - may result in immediate cancellation of places at the Club. In such circumstances, readmission and future bookings could only happen based on payment made in full and in advance. Fees are payable through MCAS our online booking and payment system.

If you have difficulties making your payment, please talk to the Childcare Manager at the earliest opportunity.

No refund will be issued for periods where your child does not attend a booked session due to illness, holidays, late drop off and early collection, this also includes any unexpected closure that is out of the school's control, including temporary closures due to Covid-19.

Collection

All parents/carers must make sure that their child/ren are collected by 6.00 p.m. If you are unavoidably delayed, please contact on the club mobile as soon as possible.

If a parent/carer is late collecting their child/ren a fine of £10.00 for the first 15 minutes and £5 for every 5 minutes thereafter for each child will be imposed. This is not to be considered as a payment

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for extended childcare. Continued late collection may result in the termination of your child/ren's place.

All children must be signed in and out of childcare. Other than children in year 6 it must be requested in writing and given to the school office or club manager if you wish your child to walk home on his or her own.

If a parent/carer is more than 15 minutes late without contacting childcare the club will follow the school's uncollected child policy.

Club Participation

Children are expected to show respect to the staff, other children and equipment as they would during the school day. If there is continual concerns regarding behaviour, the parent/carer will be informed and a behaviour contract may be put in place. The management of the holiday club reserves the right to instantly withdraw a place from any child whose behaviour constitutes a danger to himself or herself, other children or to the club staff or property. In the event that a place is withdrawn, no refund will be made.

Children should not bring valuables, e.g. jewellery, electronic gadgets/games or mobile phones to childcare. Fielding Childcare does not take responsibility for the loss of any such item during club time. General lost property, e.g. jumpers and hats, will be kept in school for parents/carers to collect on request at pick up time each day.

The use of cameras and mobile phones is prohibited in club unless the club manager gives permission.

Childcare will run in line with the schools' policies.

General

We have an obligation to report any instances where we consider that a child may be suffering or have suffered harm or abuse to Ealing Children's services. We may do so without your consent and/or without informing you. Please see our Child Protection and Safeguarding Policy here this comprehensively details our roles and responsibilities in regards to child protection and safeguarding

If you have any concerns regarding the services we provide, please discuss these in the first instance with the after-school club manager. If you feel that these concerns have not been resolved to your satisfaction, please contact the Childcare and Specialist Clubs Manager directly.

Childcare@fielding.ealig.sch.uk

These terms and conditions are subject to revision dependent upon the needs of the Club and its organisation.

January 2020