

Terms & Conditions Contract of Care

Kidz Play's terms and conditions are in line with the company's policies and procedures. If you would like more information these are available to read via our website www.kidzplayuk.co.uk.

Administering Medication

If a child attending Kidz Play (UK) Ltd requires prescription medication of any kind, their parent or carer must complete a Permission to Administer Medicine form in advance. Staff at the Club will not administer any medication without such prior written consent.

If your child requires regular medication of any sort, including an inhaler the Club requires its own supply to keep on site. We do not have access to medication kept within the school. Failure to have correct medication on site will result in your child being unable to attend the session.

Arrivals and Departures

Kidz Play (UK) Ltd recognises that the safe arrival and departure of the children in our care is paramount.

The Supervisor will ensure that an accurate record is kept of all children in the Club, and that any arrivals or departures are recorded on the register. All children must be signed in and out of the premise by a parent/guardian/carers.

We are not insured outside of our advertised operating times. Therefore, Kidz Play accept no responsibility for any child who arrives before the Club's official start times. If children are found being dropped off and left on their own before the setting opens, their place will be withdrawn with immediate effect, as this is a safeguarding issue.

Children can only be collected by an authorised adult.

Babysitting

Any private babysitting/care arrangements made between parents and Kidz Play staff is entirely separate from any agreement with Kidz Play. Kidz Play does not take responsibility for private arrangements, although any behaviour that has a negative effect on the company may be considered misconduct and will be investigated.

Behaviour Management

Kidz Play (UK) Ltd uses effective behaviour management strategies to promote the welfare and enjoyment of children attending the Club. Working in partnership with parents, we aim to manage behaviour using clear, consistent and positive strategies.

If a child repeatedly ignores instructions from staff, which then has an impact on the other children or staff, or has safeguarding implications to themselves or to others in the setting the parent will be contacted and asked to remove the child from the session.

Emergency Closures

In the event of external factors such as bad weather, infectious or contagious disease outbreak, power cut, strikes etc. charges will still apply if the Club is closed. If your child is in our care when the school makes the decision to close, we will contact you immediately so you can make arrangements for your child to be collected. Full payment is required during the closure period for that current month. If the closure continues into a new calendar month, payment will not be required until the setting reopens. Any payments made in advance for the new calendar month will be credited to your account for the remaining closure period. Please note any credits issued by Kidz Play must be used by the end of the current academic year.

Complaints

At Kidz Play (UK) Ltd we aim to work in partnership with parents to deliver a high quality childcare service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future.

Emergency Contacts

Kidz Play requires a minimum of three emergency contact details for your registration to be accepted. These contacts must be deemed responsible, over the age of 16 and available to collect the child/ren if necessary and be within a 20-minute drive of the setting. These must all be kept up to date via your account on Ipal.

Evacuations

During exceptional circumstances Kidz Play may have to close the setting either during operational hours or at very short notice. In such circumstances your child may need to be evacuated from the club to a new "safe zone", this may be off site.

Health Declaration

You shall not let your child attend Kidz Play if they have a temperature above normal, or show symptoms of any rash, vomiting or diarrhoea. Your child will not be able to attend Club until 24hrs/48hrs, according to the school policy, after the last symptoms of sickness, which falls in line with Kidz Play Health & Safety Policy. Should your child become ill during the session you will be contacted by a member of staff to arrange immediate collection.

Should your child require urgent medical attention, every possible effort will be made to contact you, however if you cannot be contacted Kidz Play (UK) Ltd will make suitable arrangements with the emergency services to transport your child to seek medical attention along with a member of Kidz Play staff. Once medical staff arrive they will be entirely responsible for your child's care and treatment which may result to medical interventions that is required i.e. (urgent operations or other procedures).

Kidz Play must be informed of any conditions that may have an effect on your child e.g. medical, learning, behavioural etc. If full information is not provided and kept up to date, this may result in Kidz Play excluding the child from the setting. In such circumstances no refund or credit will be given.

Medication Before Session

It is your responsibility to inform the Club Supervisor if you have given your child any medication before school or the start of session.

Missing Child

If a child is booked into the Club but is not at the collection point or dropped off to breakfast club, a member of staff will attempt to make contact with the emergency contacts given at registration to see why they haven't arrived. If the whereabouts of the child is not known, staff will immediately implement and follow the procedures laid out in the **Missing Child** policy.

Non Attendance/Absences

If your child is not attending a session due to parental choice, or illness the session will not be refunded. A minimum of 28 days notice must be given to cancel the session, in order to not be charged, if you have already paid in advance and you give 28 days notice that session will be credited to your account.

If your child is going to be absent from a session, parents must contact the settings Supervisor and inform them. Failure to do so will result in a fine of £15.00 for non-notification being issued.

If a child is absent without explanation, staff will make every effort to contact the parents/ carers and the school to check where the child should be. If there is no explanation for the absence the Supervisor will activate the **Missing Child Procedure**, which will involve contacting the police.

Non Collection

If your child/ren are not collected by the end of session, Kidz Play staff will attempt to phone all numbers given in emergency details. Failure to make contact will result in Kidz Play informing the local social services department, who will take control of the situation, potentially admitting the child into care until they are able to make contact with parents/carers.

Payment Declaration & Additional Fees

Failure to settle your monthly invoice in full, will lead to you being unable to book anymore sessions until your account has been settled. A letter will be sent to your account reminding you of outstanding fees. Kidz Play will pass any unrecovered fees to an external debt collection agency. Any fees associated with the debt collection will be charged to the debtor. If late payments are a reoccurring issue your child/ren's place will be reviewed and could result in a permanent suspension.

Kidz Play offer several types of payment methods; Childcare vouchers and tax free childcare, direct bank transfer and payments can be used via the iPal system. Please note there is a fee of £3.00 per transaction, to use iPal as a method of payment, subject to change. Cash payments can also be made to the Supervisor within the setting your child attends.

If you wish to cancel any booked session's you will need to cancel these via the iPal system with a minimum of 28 days notice. Failure to do so will result in full session charges.

Kidz Play operates a no refund policy, the only time a refund will be given is if you decide you no longer require Kidz Play's services but you have money remaining in your wallet and sessions you no longer require after 28 days notice has been taken into account. This refund will not be issued until the end of that current school term.

If you are late collecting your child/ren after the advertised closure time of Kidz Club you will automatically incur a charge of £15.00 plus extra costs of additional £1.00 for every minute, per child. However, should you be unavoidably delayed you must inform the Club. Two members of staff will be required to stay with your child/ren until you, or a nominated contact can arrive. If your child is collected late 3 times in a half term period (6 weeks), this will result in your child/ren's place being reviewed.

Kidz Play operate a yearly price increase every September. You will be notified of this increase in advance in writing, through an email via iPal, it will also be on your Club newsletters and shown on Kidz Play's website.

Property

Kidz Play do not accept responsibility for loss or damage to personal property, including school uniform, coats or water bottles, that are brought into the Club. To avoid property getting lost we strongly advise that everything is clearly labelled with your child's/ren's names.

We also ask that children do not bring items in from home, this includes toys, mobile phones, music players or tablets.

Any items found at the end of the session will be handed into the school office to be added to their lost property.

As a responsible parent/carer, you shall need to provide appropriate clothing and protective accessories i.e. sun cream, waterproofs for all weathers. We are happy to keep sun creams within Club but these must be in date, and labelled with your child's/ren's names. If you do not provide any sun cream, unfortunately your child will not be allowed outside during the warmer weather to help prevent them getting sunburn.

Registration

All registrations and bookings must be made through the iPal system via a web browser www.kidzplayukltd.schoolipal.co.uk/

Bookings are subject to availability and must be made in advance of the session starting. There are cut off times for booking your child into sessions, for After School Club it is 2:30pm on the day and Breakfast Club is 7:00am on the day. Holiday Club requires bookings to be made 24 hours prior to session required, to ensure staff to children ratios are met.

Booked sessions are not interchangeable.

All bookings must be paid for either in advance or on a monthly basis.

Sharing Information

Kidz Play may have to share information regarding your child/ren's welfare with their school and other professional services if required.

Kidz Play have a duty to protect the anonymity of the families we work with. Therefore, we will not divulge information unless there is a legal or safeguarding requirement to do so.

It is your responsibility to keep Kidz Play informed of any changes to your child/ren's individual needs and registered details. Failure to do so will result in a £20.00 fine being charged to you and your child/ren's place being reviewed.

Smoking, Alcohol and Drugs

Smoking, either traditional Tobacco, e – cigarettes or pipes, is not permitted on any of the Kidz Play sites, including the outside play areas.

Anyone who arrives at the setting clearly under the influence of alcohol and/or drugs will be asked to leave immediately. The police will be contacted if the person is deemed a risk to themselves or others.

Social Media

Staff members should not be contacted through their personal social media site regarding Kidz Play business, including your child attending/not attending sessions, complaints or general enquires. In the same way Kidz Play staff members will not contact yourself via your personal social media site.

Zero Tolerance

Kidz Play operates a zero tolerance approach when working with staff, parents and children. Any threat or use of physical violence, verbal abuse, intimidation or harassment, discrimination based on gender, age, race, ethnicity, religion and ability, is not tolerated within Kidz Play. Such incidents may result in your child being excluded from our settings with immediate effect and in some cases the police will be called.