

Booking Terms and Conditions

Terms

1. "I" is taken to mean both parents and/or all guardians/carers with parental responsibility for the child.
2. "Child" is taken to mean child or children.
3. "**Contract booking**" is taken to mean a regular booking whereby a child attends specific breakfast or after school sessions on specific school days each week throughout the school year. Parents/Carers and School's Out agree this booking in writing.
 - a. Contract bookings are guaranteed and chargeable from the date the session becomes available or the requested start date, whichever is sooner.
 - b. Bookings for a September start date will commence from the first day of the school calendar, irrespective of your child's start date with school.
 - c. A deposit of £100 or 10% of first month's sessions will be required to secure a September booking, with the remainder due at the end of August.
 - d. Once a child is booked into a session then payment will be expected even if the child is unable to attend.
 - e. School's Out will not 'exchange' one Contract booking session for another.
 - f. Contract bookings will "roll forward" each academic year until the end of the Year 6 unless notice is provided.
 - g. The required notice period to change or cancel a Contract booking session is a minimum of 6 weeks, please provide notice in writing directly to the setting Manager.
4. "**Ad-hoc booking**" is taken to mean a single booking whereby a child will attend a specific breakfast or after school session on a specified date. Parents/Carers and School's Out agree this booking in writing.
 - a. Ad-hoc bookings can only be agreed when there is space available on a session date. Spaces are provided with regard to adult to child ratios, consideration of the space or facilities available and any specific requirements for the children already attending the setting. The decision of the Setting Manager or Deputy is final.
 - b. Ad-hoc bookings may be requested between 48 hours and 28 days in advance.
 - c. School's Out will not 'exchange' one Ad-hoc booking session for another.
 - d. The required notice period to cancel an Ad-hoc booking is a minimum of 48 hours, please provide notice in writing directly to the setting Manager. Notice of less than 48 hours will result in a charge for the booked session even if the child is unable to attend
 - e. New customers will be required to pay for ad-hoc sessions in advance by cash or bank transfer.

5. Payment Terms and Conditions

- a. It is the parent's responsibility to provide a current e-mail address at the time of registration and to notify the Setting Manager of any changes of e-mail.
- b. Contract bookings are invoiced monthly in advance of sessions, in order to receive a discount for contract bookings parents are required to make payment by bank transfer by the due date. Please see the example below:

Invoice Date	Payment due date	Billing Period
2 nd August	27 th August	1 st September – 30 th September school days only

- c. Ad-hoc bookings are invoiced monthly in arrears of sessions, for example:

Invoice Date	Payment due date	Billing Period
2 nd July	27 th July	1 st June – 30 th June ad-hoc bookings only

- d. Paper invoices, cash and cheque payments will accrue an additional charge of **£2** due to bank and printing charges.
- e. Prices will be reviewed annually in line with inflation and working wage rates. School's Out will provide at least one month's notice via newsletter.
- f. School's Out closes at 6.00pm. If, due to unforeseen circumstances, I am going to be late, I will contact the Manager/Deputy as soon as possible. If I do not collect my child by 6.00pm I will pay a **penalty fee of £10** (6:00pm – 6:15pm) **and a charge of £10 per quarter of an hour** from 6:15pm to cover the costs of the two staff who are legally required to supervise my child. If I do not collect my child by 6.30pm, and the setting has been unable to reach me or any of my emergency contacts, I understand that School's Out will follow its **Uncollected Children Policy** and contact Social Care.
- g. Statutory school holidays, bank holidays and school 'inset' days when School's Out will not be providing a service will not be chargeable. If School's Out does provide a service, then a holiday booking will be made separately.

6. Closure

- a. Occasionally the school Management Committee or Governors will make a decision to close the school at short notice (i.e. due to unsafe weather conditions). If the school is closed, School's Out will be closed.
- b. School's Out may make an autonomous decision to close the setting (i.e. due to expected unsafe weather decisions at 7am or 6pm).
- c. In both cases, Contract bookings will still be chargeable and extra sessions will be provided in lieu once the setting is reopened.
- d. In the event that the school operations relocate to an alternative site, School's Out will endeavour to deliver contract bookings at the same site as the school. In this event, parents will be consulted about any change to fees as a result of relocation.

7. Consents

- a. I consent for my child to attend School's Out. I understand that the setting has policies and procedures and that there are expectations and obligations relating to the setting, to myself and my child, and I agree to abide by them. Up to date policies and procedures are available on our website <https://soschoolsout.co.uk/booking/>
- b. I understand that School's Out is an Ofsted registered early years and play setting and that whilst my child is there School's Out is legally responsible for him/her.
- c. Once my child arrives at School's Out he/she will be in the care of School's Out until collected and signed out by an individual authorised by myself.
- d. I understand that all my child's belongings should be named, that my child will be encouraged to identify and carry their own belongings and that School's Out cannot accept responsibility for loss or damages.
- e. I accept that my child may take part in messy activities while at School's Out. I understand that I can provide my child with appropriate clothing to accommodate this if I wish.

8. Information

- a. If there are any accidents or incidents at School's Out involving my child, I will be informed.
- b. If my child has an accident at the setting, he/she will be treated by a qualified first aider and I will be informed as soon as possible. If my child needs urgent medical treatment and I am unavailable, a member of staff from School's Out will sign any consent forms necessary for treatment on my behalf, as stated on your Child's Registration Form.
- c. My child will be provided with food and drink whilst at the setting unless otherwise requested.

9. Confidentiality

- a. Information held by School's Out regarding my child will be treated as confidential. However, in certain circumstances, for example if there are child protection concerns, I understand that the setting has a legal duty to pass certain information on to other agencies, including Police, Social Care and health care professionals.
- b. It is my responsibility to keep the setting Manager informed of any alterations to the information regarding my child (e.g. contact details, medical conditions).

10. School Requirements

- a. I understand that I cannot use the School Car Park at any time unless by special arrangement by the School Head Teacher.
- b. School's Out makes every effort to encourage a seamless integration of School Rules and Policies. Out of respect for this relationship we ask all parents to support their children in behaving according to school rules whilst on the School premises, including the waiting area outside the building.