



Holbrook Pre-school Playgroup
C/o Holbrook Primary School
The Street, Holbrook
IP9 2PZ

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Terms & Conditions

Registration

- All parents / carers must complete our Registration Form before a child can be accepted at Cabin Club. Registration must be done directly on our website www.holbrookpreschool.co.uk
- By registering, the parent / carer gives Holbrook and District Pre-school Playgroup permission to take your child/children off site – this may be for the purpose of, but not limited to, collecting or taking children to and from after school clubs.
- Holbrook and District Pre-school Playgroup must be notified of any changes in Registration details, as soon as possible, in writing by the parent / carer.

Booking Sessions

- All sessions requested by parents / carers are subject to availability.
- All sessions booked must be paid for in advance.
- No parent / carer should consider a booking as being accepted until payment has been received by the Club.
- Bookings may be made up to 15 minutes before the start of any session. Children will not be able to be booked in after that time.
- Bookings may be cancelled or changed up to 24 hours before the start of the session – changes may not occur after this time.
- Holbrook and District Pre-school Playgroup will credit all fees charged, if the club is forced to close due to unforeseen circumstances.

Responsibility for attendance

- It is the parent / carer's responsibility to ensure that their child / children arrive, on time, to any Breakfast or Holiday Club, and are signed in accordingly.
- It is the parent / carer's responsibility to ensure that their child / children are aware that they will be attending any After-School Club.

- It is the parent / carer's responsibility to notify the school if there are late changes made to their child / children's club attendance on that day.

Cancellations and payment

- If you cancel a booked place with 24 hours' notice or less, then the whole session fee will be payable as outlined in our policy.
- If you cancel with more than 24 hours' notice the credit will show against your account.
- No refunds will be given if your child is picked up early.
- If you arrive late to pick up your child when a half session has been booked, you will be charged for a full session.
- A discount of 50% will still be given to the third and subsequent children of the same family booked in to the same session.
- A full session for Breakfast Club is from 7.30am to 8.45am and is charged at £5.00. Half sessions are available from 8am and are charged at £2.50. Any child being booked in at 7.30am and leaving to attend a school club at 8am will need to pay for a full session. The charges set are based on our staffing costs not food; breakfast is provided to all children at no extra charge.
- A full session for After School Club is from 3.20pm to 6pm and is charged at £8.00. If you do not require a full session, then we offer half sessions from 3.20pm to 4.45pm for £4.00. Anyone attending after school club after attending a school club from 4.45pm will be charged for a full session.

Penalties for Late Collection

- It is the responsibility of all parents / carers collecting children to do so promptly at the end of the session. Failure to do so will expose the parent / carer to the payment of a financial penalty and will constitute a breach of the terms and conditions.
- There is a penalty charge of £3.00 for every fifteen minutes (or part thereof) for each child collected after the official closing time of the club.
- This penalty charge must be paid before any future Cabin Club booking.
- Where the penalty is outstanding and further sessions have been pre-booked and paid for by the parent / carer, Holbrook and District Pre-school Playgroup reserves the right to exclude the child from the club, until the penalty is paid, without issuing a refund for sessions unattended.

Responsibility for Payment

- The responsibility for payment of all fees, charges and penalties lies at all times with the person who has made the booking.
- Failure by Holbrook and District Pre-school Playgroup to make a written or verbal request for payment of fees does not constitute an excuse or reason for late, or non-payment under any circumstances.
- Failure to settle all fees and/or penalties when due may result in the club taking action (including legal action) to recover any outstanding sums.

Childcare Vouchers

- Childcare Vouchers will be credited to individual accounts only when the funds have been received by the school. Please note that many Childcare Voucher Providers take up to 7 days to allocate these funds to the school, therefore you must allow 14 Days for this credit to be transferred across to your account.
- The school is registered with a number of Childcare Voucher Providers - a list is available on Holbrook and District Pre-school Playgroup's website.
- If you intend to use a Childcare Voucher Provider, which is not currently registered with the school, please email Holbrook and District Pre-school Playgroup with the Provider's information in order for the school to register. Bookings will need to be paid for by card until this registration process is complete.

Grounds for Exclusion

- Any child who has suffered from diarrhoea, sickness, high temperature/fever, conjunctivitis or any contagious disease must be kept away from the Club for a period of 48 hours after such condition has ceased.
- Should any child suffer from any of the above whilst at the Club, the staff will contact the parent / carer and ask them to collect the child as soon as possible.
- Other grounds for exclusion are persistent poor behaviour on the part of the child or the parent / carer, (which includes, but is not limited to, bullying, verbal abuse, physical violence, fighting, racial incidents, defiance, rudeness to others, dishonesty, disobedience and deliberate damage to property), or non-persistent incidents of particularly serious behaviour (for example those which endanger children or staff) or where a parent / carer is in breach of any of our terms and conditions.
- Refunds will not be made if children are excluded on the grounds set out above.

Reservation of Rights

- Holbrook and District Pre-school Playgroup reserves the right to exclude a child or family from attending Cabin Club or to refuse to accept a registration at its sole discretion.
- Holbrook and District Pre-school Playgroup reserves the right to close the club on the grounds of staff shortage, unavailability of facilities, or for any other reason, which in its reasonable opinion necessitates closure. Reasonable notice will be given where possible.
- Holbrook and District Pre-school Playgroup reserves the right to change these terms and conditions at any time.

Legal: Waivers, Exclusions and Jurisdiction

- No failure or delay by Holbrook and District Pre-school Playgroup in exercising any of its rights or remedies shall prejudice or affect its ability to do so unless it has provided a specific waiver or release in writing.

- These terms and conditions are governed by English law and subject to the jurisdiction of the courts of England and Wales.
- Holbrook and District Pre-school Playgroup shall not be liable for any direct or indirect loss suffered by parents / carers as a result of club closures under the terms of the agreement, including but not limited to loss of profits, increased costs or expenses or wasted expenditure.

Holbrook and District Pre-school Playgroup accepts no liability for the administration of medicine in accordance with parents / carers written instructions. Medicines will not be administered in the absence of written instructions.

In accordance with Holbrook and District Pre-school Playgroup's Health Policy, Cabin Club accepts only medication which is prescribed, in original packaging including the pharmacy label which indicates the child's name.

Holbrook and District Pre-school Playgroup accepts no liability for loss or damage (including consequential loss) to property brought to club premises caused by the actions of children or third parties or for accidental damage caused by club staff.

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Holbrook and District Pre-school Playgroup accepts no responsibility for injury caused from pre-existing medical conditions which are not notified to the club.