

## **Raef Limited Breakfast Club, Afterschool Club and Holiday Club Terms and Conditions**

### **Bookings**

- All bookings must be made through <https://choochoos.magicbooking.co.uk>
- All bookings are subject to availability.
- The person making the booking accepts the booking conditions on behalf of the account holder
- All bookings must be paid for at time of booking unless card instalment plan is selected at time of booking or you are paying by Childcare Vouchers/Tax Free Childcare.
- A set of registration forms and a parent/carer contract must be completed prior to your child starting with Raef Limited

### **Cancellation Notice and Charges:**

- It is the account holder's responsibility to cancel sessions.
- Any booked sessions which are not attended are still charged unless 7 days' notice is given.
- Parents must inform the nursery directly if their children are arriving late at after school club due to attending an extra-curricular club, to request whether it would be possible for the nursery to collect.
- Any booked sessions which are not attended are still charged.
- All bookings must be made prior to arriving onsite. If you arrive at a site and have not booked your child will not be accepted until a booking is made.
- For safeguarding purposes, you are still required to cancel your club sessions if you no longer require them, even if it is after the 7 days cancellation period.

### **Payments and Overdue Balances**

- Types of payment available are Credit/Debit card, Childcare Voucher or Tax Free Childcare.
- When paying by Childcare Vouchers or Tax Free Childcare, please use your child's full name as the payment reference.
- Having an overdue balance may lead to the termination of your child's place within the club.
- Raef Limited will pass any unrecovered fees to an external debt collection agency. Any fees associated with the debt collection will be passed on to the debtor.
- Breakfast club is currently charged at £6 per session. Afterschool club is split into two sessions – 3:15-4:30 session is £7.10 and 3:15-6:00 session is £14.20. Tea is an additional charge of £2.80 (optional). Holiday Club is charged at £30 per session. Breakfast is an additional charge of £1.25 (optional) and tea £2.80 (optional). For children who are attending any club session who are not yet 60 months in age, the hourly rate of £6.77 will be charged.

### **Late Collection Fees:**

- A charge of £10 per 15 minutes will be applied to all collections made after the advertised session end time.

### **Safeguarding and Welfare:**

- If your child does not arrive at a booked ASC session and we have not been advised of their non-attendance by you the parent, we will begin our Missing Child Procedure.
- We are committed to safeguarding all the children in our care from harm and abuse.

- Raef Limited are obligated to report any suspected child abuse or neglect to the relevant authorities.
- Parents must inform Raef Limited of any conditions that may affect their child (medical, learning, behavioural, etc). If full information is not provided, this may result in Raef Limited excluding them from certain activities or if it felt necessary, excluding them from using Raef Limited. In such circumstances no refund or credit will be paid.

**Medication:**

If your child requires medication of any sort, including an inhaler, the following must be in place before your child can attend:

- Permission to Administer medication form, please contact Choo Choo's who will issue this to you
- Our own supply of medication at the club – we have no access to any medication stored in school

**Please note: If the above is not in place, your child will not be able to attend the session**

**Collecting:**

- Children can only be collected by an adult over the age of 16 who has been authorised to collect them which is done by the parent adding collectors on their account as a collector.

**Babysitting:**

Any babysitting/care arrangement between parents and Raef Limited staff is entirely separate from any agreement with Raef Limited. Raef Limited does not take responsibility for such private arrangements, although any behaviour that has a negative effect on the business may be considered misconduct and will be dealt with in accordance with the Disciplinary Procedure.

**Exclusion:**

- Raef Limited reserves the right to exclude or refuse any person without notice, if we consider that their presence compromises the good atmosphere of the club. Transport home will be the responsibility of the parent and no refund/credit will be available.
- Continuous poor behaviour which is causing disruption at club, or the use of physical violence and/or verbal abuse towards our staff or children, is likely to result in a termination of all direct contact.

**Forced Closures:**

- If Raef Limited is forced to close due to an external factor such as bad weather, infectious or contagious disease outbreak, Power cut, Strikes or other industrial action, by order of Local Authority or Environmental Health, customers will still be liable for fees incurred during the entire period of closure.

**Schedule Changes:**

- Raef Limited may need to amend activity programmes, schedules, services, dates, times and/or venues on occasions that may be out of our control. This will be without refund or compensation to the customer.

**Photography:**

- Raef Limited occasionally take photographs and videos at our venues which can be used for marketing and promotional purposes, including on social media. If you would rather your child was not included in any photographs, please ensure your child's details are up to date.

#### **Complaints:**

- If you or your child were not entirely satisfied with the services we provided, we would appreciate the feedback. Please see our complaints procedure for official steps. If you feel the complaint outcome is insufficient or would like to escalate your grievance further, please email the nursery manager, Leann, on leann.choochoos@outlook.com

#### **Liability:**

- Raef Limited does not accept liability for personal injury or death of any participants unless directly caused by the proven negligence of the company or its servants.
- Raef Limited take no responsibility for any items that are lost/stolen or damaged at the club.

#### **Lost Property:**

- On request, Raef Limited will endeavour to return items that can be identified. Unclaimed Breakfast and After School Club lost property will be distributed to local charities at the end of each half term. Holiday Club lost property will be distributed to local charities two weeks after the school holiday.

#### **Parent Abuse of staff:**

- The threat or use of physical violence, verbal abuse, intimidation or harassment towards our staff is likely to result in a termination of all direct contact. Such incidents may be reported to the police and this will always be the case if physical violence is used or threatened.

#### **Data Protection:**

- Raef Limited collect personal details for you and your child to register and enable us to process your booking. It is your responsibility to ensure that you have the necessary permission to pass on the personal details of everyone required. Raef Limited may hold some of your details for future marketing purposes. Please let us know if you do not want to receive future communication from Raef Limited.
- You can access all policies and procedures from the nursery office at Choo Choos Day Nursery and Preschool.
- Parents must agree to the terms and conditions of our booking system to book with us.