



## Explorers at Redbrook Hayes

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### Explorers Before and After School Care Terms and Conditions

#### BEFORE AND AFTER SCHOOL CARE PLACES AND BOOKINGS

Explorers must receive a signed and fully completed registration form before a place can be considered for before and after school care. Details of sessions required must be indicated on the form using the allocated boxes; however, we will attempt to meet individual needs where necessary. **Please let us know a week in advance which sessions your child will attend in order to secure their place.** No promise of a place can be given for children who are not booked due to the staffing ratio. Any amendments to provision are subject to availability; please speak to a member of staff for more information on this.

#### FEES AND INVOICES

Fees are to be paid a week in advance of your child attending the sessions. This is done by Parent Pay, a digital payment service. Please see Mr Taylor in the office to set up your Parent Pay account. Fees appearing on your account must be paid by the Friday of the week commencing to ensure your account is kept up to date. If these fees are not paid on time, we have the right to suspend care until the account is settled. No refunds will be given for sessions missed due to holidays or sickness. If your child attends additional sessions as a one off, these will be billed as an extra on the day of them having taken the session.

#### OPERATING HOURS

Explorers is open every week day from 7:30am – 6:00pm during term time. Please see term time dates for full details.

If you are late collecting your child from the setting, you will be charged for the next session/s they attend plus a £5 penalty fee. If you are later than 6:00pm collecting your child, a penalty charge of £15 will incur as the school will need to cover staffing and letting fees. Please be punctual.

#### INSURANCE

We have extensive Insurance cover - full details of the Insurance is available upon request.

#### PERSONAL PROPERTY AND BELONGINGS

We cannot be held responsible for any loss or damage to children’s property. Every reasonable effort will be made by Explorers staff to ensure the children’s belongings are not lost or damaged.

As with school uniform, it is the parent’s responsibility to name and clearly label all items of clothing.

We suggest that all toys, books or other equipment are left at home to ensure they do not get damaged, lost or stolen either in Explorers or the wider school environment.

#### GENERAL INFORMATION

Parents are requested to inform Explorers of any food, medicine, activity or any other circumstances that may cause the child to have an allergic reaction/ allergy. This is particularly important as we provide breakfast and dinner options for children. Parents must provide details, in writing, of the severity of the reaction/ allergy and must continue to inform the Nursery of any changes/progress to the condition, in writing, when they become aware. Parents are requested to inform us of any changes to all information kept.

#### TERMINATION / CANCELLATION / CHANGE

We reserve the right to terminate a Care Club place with immediate effect if any fees are not paid by the due date, or if a parent, carer or child displays abusive, threatening or otherwise inappropriate behaviour. In all other circumstances we will give you two weeks’ notice, in writing, should we wish to terminate an Explorers place for any reason.

#### SAFEGUARDING CHILDREN

We have an obligation to report any instances where we consider that a child may have been neglected or abused to the relevant authorities. We may do so without your consent and/or without informing you. We have a full safeguarding policy, a copy is available on request.

We have a no mobile phone use policy in place within Explorers. Anyone using a mobile phone will be asked to leave the setting.

#### LIABILITY

We accept no responsibility for any loss suffered by parents, arising directly or indirectly, as a result of Explorers being temporarily closed or the non-admittance of your child to the care club for any reason. This applies to absence due to sickness, holidays and Bank Holidays. We accept no responsibility for children whilst in their parents care on School premises, i.e. prior to arrival or after pick up. We strongly recommended you stay with your child in the entrance until they are collected by a member of Explorers staff.

We will not be liable to parents and / or children for any economic loss of any kind, for damage to the child's or parents property, for any loss resulting from a claim made by any third party or for any special, indirect or consequential loss or damage of any kind. We will make reasonable endeavours to keep parents and / or children's property in good order. Liability for damage of such property is excluded except where caused by our negligence.

#### ACCIDENTS AND ILLNESS

We reserve the right to administer basic first aid and treatment when necessary and all Explorers staff are Paediatric first aid trained.

Parents will be informed of all accidents and will be required to sign an accident form. For accidents of a more serious nature, involving hospital treatment, all attempts will be made by School staff to contact the parents but failing this, we are hereby authorised to act on behalf of parents and authorise necessary treatment. We will administer prescribed medicines after the first 24 hours if parents complete a 'Medicine Consent' form; however, the first dose of medicine must be given at home and parents must take all medicines home at the end of each day. We may require parents to withdraw their child from Explorers, if they require special medical care or attention which we cannot provide. We may also ask parents to withdraw their child from care club, if we have reasonable cause to believe that they are or maybe suffering from any contagious disease/infection and there remains a danger that other children in the setting may contract such a disease/infection. We accept no responsibility for children contracting contagious diseases/infections. Parents are requested to inform the staff if their child is suffering from any illness, sickness or allergies before attending Explorers.

We have a realistic attitude to the needs of working parents but we reserve the right to contact parents if their child becomes ill during Explorers hours.

Public Health England advise all educational settings that a child should not return to a setting until 48 hours after their last episode of sickness and diarrhoea. This is in line with the rest of the school. Explorers will rigorously enforce this advice.

#### SECURITY

Under no circumstances will the child be allowed to leave Explorers with anyone unknown to staff unless the parent has previously arranged this. If the parent has made alternative arrangements by telephone or in person, the adult collecting the child will need to state their name and the unique password assigned to the child at the start of the year. A list of responsible adults who are authorised to collect the child should be given to the Explorers manager (Tasha Leighton). If a child is left uncollected, we will phone parental numbers first followed by emergency contacts. If we cannot get hold of anybody in this instance we will then contact First Response as this may constitute a safeguarding issue.

#### AGREEMENT

These Terms and Conditions represent the entire agreement and understanding between the parents and the Nursery. Any other understandings, agreements, warranties, conditions, terms or representations, whether verbal or written, expressed or implied are excluded to the fullest extent, permitted by law. We reserve the right to update / amend these Terms and Conditions at any time. Half a terms notice will be given of any changes made.

Child’s name.....

Parent’s name.....

Signature.....

Date.....