



TERMS AND CONDITIONS

The below Terms and Conditions relate to The PAWS Xtra Breakfast Club and After School Club extended services at Pevensey and Westham CE Primary School. Users of our service must read and agree to our Terms and Conditions in order to book sessions. By booking with us you explicitly agree to the following terms, conditions and procedures, and we will expect you to abide strictly by them, so please take a moment to read and understand them.

Registration

1. All bookings are made using Arbor. New users must access Arbor and ensure their child's details are up to date before booking. This includes accepting these terms and conditions and club policies. A Welcome Pack can be accessed on the school website providing you with all the information you will require.
2. It is the parent's/carer's responsibility to alert the club of any additional requirements that their child needs. This includes dietary, behavioural and special educational needs. This must be detailed on the child's details on Arbor. Where additional needs are identified, the Club Co-ordinator will contact parents/carers before the child attends the first session to discuss and agree adjustments and support as needed. The club is committed to supporting children and parents/carers to access the provision and will provide reasonable adjustments where required.
3. Parents/carers must ensure all details on Arbor are accurate and kept up-to-date. Any changes to circumstance must be made via Arbor at the time of change.
4. Parents/carers must make the club aware of any medical conditions or any allergies relating to their child, this includes food allergies. Parents/carers must make the club aware of any special dietary requirements, e.g. if children are vegetarian and any changes to dietary or medical needs.

Payments & Bookings

5. All sessions must be booked before attendance. Parents of children attending club without prior agreement will be asked to collect their children from school immediately.
6. To book, a credit on your account is required. This can be either card payment or via child care vouchers to 'top up' your PAWS Xtra account on Arbor. If paying by childcare vouchers you will need to email pawsxtra@pevenseyschool.org.uk with full details of voucher payment and allow up to 3 working days for payment processing.
7. Bookings should be made in advance via Arbor. Subject to availability, bookings can be made up to a day before the requested session.
8. Costs for Breakfast Club are £5.00 for a 7.30am drop off and £4.00 for a 08.00am drop off and for After School Club, £11.50 per session.
9. Refunds will not be given for missed or cancelled bookings. This also applies to sessions missed through illness.
10. With two weeks' notice, sessions can be rearranged via Arbor (new sessions subject to availability), but cannot be refunded. Session fee's for bookings cancelled with less than one weeks' notice will still apply.
11. If your child will not be attending booked sessions it is the parents responsibility to cancel the sessions via email to pawsxtra@pevenseyschool.org.uk.
12. Bookings cannot be transferred to others than those specified on the booking form. This includes missed sessions.
13. In exceptional circumstances we may be able to accommodate an emergency booking made on the day. This must be made by calling the school office. These will be agreed subject to available spaces and agreement with the school. Payment will need to be made before booking the session.
14. The Breakfast Club and After School Club will not run on days that the school is closed to pupils. Parents/carers will not be charged for days that the club is closed.
15. The club reserve the right to close on the grounds of staff shortage, unavailability of facilities, or any other reason which in its reasonable opinion necessitates closure. Reasonable notice will be given where possible.
16. Parents/carers who are struggling to pay for services should contact pawsxtra@pevenseyschool.org.uk as soon as possible.
17. Bookings are made on a first come first served basis, and are subject to available places and agreement with the club.



Drop off and collection

18. To access the Breakfast Club, parents/carers must accompany their children to the exterior hall door where staff will sign children into club.
19. Please support drop offs by seeing children over to staff as quickly as possible. Questions for staff should ideally be made via email. If an important message needs to be delivered to staff, please wait until the end of registration.
20. Drop off to Breakfast Club must be made at 07.30am or 08.00am. Late arrival may result in a child being unable to attend. Parents must select the appropriate session time when booking on Arbor.
21. KS1 Children attending After School Club are escorted to the hall by school staff and signed in to at the end of their school day. All other children are prompted to attend the club by classroom staff and are registered on arrival. Children must register with PAWS Xtra club staff before attending other school club's and activities.
22. Collection from After School Club should be made between 4:30pm and 6.00pm. Collection cannot be made outside of these times unless in the case of an emergency.
23. After school collection is via the school hall unless otherwise indicated. On arrival, those collecting should wait by the exterior hall door where children will be signed out by staff. You will need to provide your collection password before being allowed to collect your child.
24. Parents/Carers agree to make appropriate arrangements for their child to be collected by the 6pm. Please be aware that late collection after this time will be charged at £5.00 per 5 minutes.
25. Only authorised persons over the age of 18 may collect children. Authorised collector details must be kept up to date on Arbor. We will not allow any child to depart from the club unless the collection is made by an authorised collector as identified on the registration forms. Staff have the right to request formal, photo identification to ensure proof of identity. Any confusion which leads to the child remaining in the school's supervision will result in the late fee being charged.
26. Parents/Carers must contact the school if they are aware that they will be late to collect their child stating the anticipated time they will arrive or details of alternative arrangements.
27. If a child is collected late on three occasions, the child will be excluded from the club and club fees may not be refunded.

Suspensions and exclusions

28. All children, visitors and staff have the right to be safe at the club.
29. The club will not tolerate any abusive behaviour.
30. The club staff aim to provide a safe, stimulating and happy environment for all children. The club staff reserve the right to exclude any child whose behaviour is unsafe and/or disruptive, following the club's behaviour policy and suspensions and exclusions policy.
31. Parents and carers will be called to immediately collect any child who displays serious physical and/or unsafe behaviour. Staff will clearly explain behaviour expectations regarding safety. If a child's behaviour is deemed to be unsafe, a warning will be given. If the behaviour continues, parents and carers will be called to collect the child immediately.
32. It is the parent/carer responsibility to ensure their child is collected from club in a timely manner should a child be excluded from a session. An estimated time of collection should be given to the club when notified of the need to collect the child and the normal collection procedures followed unless otherwise advised.
33. Grounds for Exclusion:
 - Persistent poor behaviour on the part of the child (which includes, but is not limited to, bullying, verbal abuse, physical violence, fighting, racial incidents, defiance, rudeness to others, dishonesty, disobedience, deliberate damage to property or persistent damage to the good feeling at the club), or non-persistent incidents of particularly serious behaviour (for example which endangers children or staff)
 - Behaviour, suspensions and exclusions will be managed in line with the club's Behaviour Policy and Suspensions and Exclusions Policy. Copies are available on the school website and via the club on request.
 - Where a parent/carer is in breach of any of our terms and conditions.
34. The club has the right to refuse admission.

Sickness, medical and hygiene



35. Parents/Carers must inform the club if the child has any known medical condition or health problem or has been in contact with infectious diseases. Parents/Carers must comply with the exclusion guidelines set by the Health Protection Agency; details are available from the school office. A child must not be brought to the club if unwell.
36. If a child is showing signs of being unwell whilst they are in club, staff will notify the parent/carer and ask them to collect their child immediately. If a child needs to be collected early, the full booked session will be charged for.
37. The club will be regularly promoting the good hand and respiratory hygiene including the 'catch it, bin it, kill it' approach with the children.
38. Staff at the club cannot administer any form of medication during breakfast or After School Club, medicine can be given before dropping off at club, or after collecting from afterschool club.

General

39. The Breakfast Club and After School Club are part of Pevensey and Westham Primary School and are governed by the school's governing body.
40. The PAWS Xtra services are additional care outside normal school hours. The clubs policies and procedures reflect the school policies and procedures with some exceptions;
 - Behaviour Policy
 - Suspensions and Exclusions Policy
 - Uncollected Child Policy.
41. Parents are asked to respect and trust the decisions made by staff and behave in an appropriate manner to all staff.
42. The clubs are nut free.
43. We recognise the importance of healthy nutrition for children and for it to be delivered in a calm and friendly environment. Drinking water is available at all times for children to refill their water bottles. Breakfast will be available for pupils booked in and dropped off at 07.30, for children attending from 08.00 we advise parents to provide a full, nutritious breakfast at home before attending. A small, healthy snack is provided at After School Club but not a replacement for an evening meal. Parents/carers may wish to provide a small, healthy and nut free snack for consumption at After School Club.
44. We meet individual dietary requirements and parental preferences wherever possible. All requests must be made before booking and with prior agreement with the club.
45. We ask that children do not bring items of value to club. No toys or electronic items should be brought to club and mobile phones must be kept in the school office. The club cannot accept any responsibility for loss or damage of personal items brought to the club.
46. Cameras, personal media devices and smart watches are banned from the club.
47. The school office can be contacted on 01323 762269 (between 08:30 – 16:30. Email communications and booking enquiries via pawsxtra@pevenseyschool.org.uk.
48. The club reserve the right to change these terms and conditions at any time and will give written notice of such changes to parents / carers.

I agree to the above terms and conditions and agree that use of the PAWS Xtra extended schools service is subject to agreement of these terms and conditions.